

BC COMMUNITY RESPONSE NETWORKS

2024 Annual Evaluation Report

A report on the results for the ongoing Developmental Evaluations of CRNs in British Columbia

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prepared by:

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for:

BC Association of Community Response Networks

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EXECUTIVE SUMMARY

Context and Approach

- Community Response Networks work to develop a coordinated community response to abuse, neglect and self-neglect of vulnerable adults. This is done by growing stronger relationships among the organizations and professionals who work to serve their needs in that community. The CRN approach varies from conventional service-delivery models by mobilizing the power of self-organizing networks to create the appropriate response for each specific community.
- This report analyzes data gathered on activities in 2024 as part of a multi-year developmental evaluation begun in 2012 on the work of the BC CRN in growing and strengthening the CRNs in British Columbia.
- The analysis is based on quantitative data gathered as part of an annual online survey of CRN affiliates, coordinators, mentors and (starting this year) non-affiliates, with additional CRN activity information provided by the Administration Team.
- The 2024 survey was administered in January and February 2025. Overall, 663 useable responses were gathered with an overall response rate of 33 percent, with the data set representing 86 of 90 CRNs.
- Results in the report are organized around the five Goal Areas of the BC CRN Strategic Plan – growing and sustaining CRNs, Building Awareness, Engaging in Allyship, Ensuring Internal Capacity, and Increasing Connectivity.

Findings

- Thirty percent of respondents report reaching out as part of their CRN activities in 2024. This is below the previous years' average of 45 percent, and the previous lowest was 36 percent which occurred during the pandemic.
- Almost half of coordinators say their CRNs are planning to do more outreach in 2025 than in 2024. Forty-one percent planned to do the same amount, and none plan to do less in 2025.
- Engagement levels look similar to previous years, with four out of ten respondents being only slightly engaged, just over a third being moderately engaged. This year, there are slightly more "extremely" engaged respondents at 21 percent.
- Almost half of those who were "not at all" engaged would like to be more engaged (47 percent). Even more surprising, more than a third of those slightly engaged, and almost a quarter of those moderately engaged would like to be more engaged. These findings suggest that many affiliates are looking for opportunities to become more engaged.
- Respondents from lower activity CRNs are more likely to say they would like to be more involved (38 percent), than those from medium (34 percent) or high activity (23 percent) CRNs.
- Higher respondent engagement and involvement are consistently associated with a range of positive results, including increased likelihood to engage in outreach activities, higher confidence

in project partners and the CRN approach, engagement with workshops, and seeing positive impact. Another important argument for finding ways to increase affiliate engagement.

- We find consistently high levels of confidence in the CRN approach among respondents, including this year. Average confidence over time for 2024 hovers near 5 points out of 7, and at 4.99 the average is trending up over the course of the evaluation period.
- This year for the first time, we asked all respondents how well informed they felt they were about BC CNR activities. Responses were generally normally distributed around the midpoint, establishing a baseline against which we can compare the effectiveness of any future actions.
- Nearly 90 percent of respondents rated health care professionals, police & RCMP, and professionals serving older adults as “very” or “somewhat aware” of the problem of adult abuse and neglect. Perceived awareness in the general public was lowest at just over half saying the public was “very” or “somewhat aware.”
- In 2024, 68 percent of respondents reported seeing positive impact from the work of the CRNs, a number similar to other years. The biggest impact was seen in greater awareness of the issue, greater awareness of available resources, more educational events, better working relations and feeling more connected to others working on the issue.
- About a fifth of respondents reported participating in either It’s Not Right (INR) (22 percent) or See Something, Say Something (SSSS) (22 percent) or the Provincial Learning Event (23 percent). Participation was somewhat lower for Spotlight on Ageism (14 percent) and Introduction to Extreme Clutter (10 percent). Only about a third of respondents were unaware of INR or SSSS (34 percent each). Four in ten were unaware of Spotlight on Ageism (42 percent) or the Provincial Learning Events (43 percent). Over half of respondents were unaware of the new workshop, Introduction to Extreme Clutter (58 percent).
- Nearly three-quarters of coordinators are interested in hosting workshops this year (73 percent) and 82 percent understood how to arrange a presentation.
- Over the course of the evaluation, the most commonly selected words have consistently been *cooperative*, *transparent*, *informal* and *fair* and the distribution is similar for 2024. Higher Engagement and Involvement levels are associated with more positive descriptions of working style.
- Coordinators were most interested in education on abuse dynamics and over 80 percent were similarly interested in education on community development (86 percent), more regional meetings (85 percent), guidance on available resources (84 percent), education on the Adult Guardianship Act (83 percent), and more conversations with other coordinators (81 percent). Interest was weakest for more mentor time or guidance on using the website.
- Mentors were most interested in education on the Adult Guardianship Act (100 percent), information about available resources (92 percent), and education about community development (85 percent) and abuse dynamics (83 percent).

- This year found a slight increase in the percentage of respondents saying they have effective community response in place (15 percent) and an increase in those saying there is “no coordinated response” (24 percent). As in previous years, the most common answer was “we have started to respond” but it was selected by fewer respondents - 41 percent of respondents this year compared to the previous years’ average of 50 percent.
- Ratings of how well coordinated the community response is doing continues to trend positively. This year’s average of 3.87 was higher than the previous years’ average of 3.75 which matches a positive trend seen over the course of the evaluation. Similarly, the average rating for confidence in the CRN partners was 5.06, comparable to the highest average of 5.08 in 2020 and higher than the previous years’ average of 4.7.

Conclusions and Recommendations

- In short, BC CRN continues to demonstrate sustainable growth and impressive impact.
- As usual, the survey demonstrates strong positive impact. Sixty-nine percent of all respondents reported seeing signs of positive impact, a percentage that increases to 96 percent of high engagement respondents.
- The biggest impact was seen in greater awareness of the issue, greater awareness of community resources, and improved working relationships, exactly the areas we would hope to see the greatest impact given our goals and model.
- While we are still finding strong evidence of positive impact, we are also seeing some early indicators of possible future problems. We are concerned that outreach activities and network strength are decreasing. The organization might benefit by revisiting and deepening the understanding of allyship more generally and the specific adaptations of allyship and network building in relationship to specific communities.
- We also encourage local CRN coordinators to take advantage of the latent desire for increased affiliate involvement. We know coordinators are already on the same page with half planning on doing more to increase public awareness, and more outreach.
- We encourage the various teams working to increase outreach or internal capacity to incorporate the insights of the evaluation into their priorities and projects. Mentors might develop their workplans to include areas needing attention and the organization might benefit from refining its approach to outreach, allyship, and growing network strength.
- Similarly, there is interest from Mentors and Coordinators for internal education on the dynamics of abuse, community development, and the Adult Guardianship Act. The organization could benefit from developing and providing internal education around these key areas.
- We also look forward to increased integration of administrative tracking data into the evaluation.

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INTRODUCTION

Context

Community Response Networks work to develop a coordinated community response to abuse, neglect, and self-neglect of vulnerable adults. This is done by growing stronger relationships among the organizations and professionals who work to serve their needs in that community. The CRN approach varies from conventional service-delivery models by mobilizing the power of self-organizing networks to create the appropriate response for each specific community to focus on the systemic development of relationships and supports necessary for service providers to do their work more effectively.

Over more than a decade, the BC Association of Community Response Networks has received multiple grants from the BC Provincial Government to grow Community Response Networks throughout the province to raise awareness and enhance prevention efforts to stop abuse and neglect of vulnerable adults. BC CRN has used this support to expand the reach and enhance the impact of CRNs throughout the province.

The findings reported here are part of the ongoing developmental evaluation that has been running continuously for 13 years. The results provide a snapshot of current CRNs as of the end of 2024, comparing this year's responses with previous results to provide context.

In addition, the 2024 Evaluation continued the tradition of engaging the BC CRN mentors in the process to enhance our ability to capture the most useful information for improving the effectiveness of the network and local CRNs. This year, that engagement took the form of personal interviews with willing mentors to refine the online survey as well as an enhanced mentor component to the online survey.

This year also included another significant change to the evaluation process. Because of improvements to the communications systems done by the Administration Team, the 2024 evaluation was able to include "non-affiliates" as well as affiliates and coordinators. These respondents were drawn from people on the BC CRN E-connector distribution list who were not affiliated with a local CRN. Non-affiliate respondents were only asked a subset of questions relating to the E-connector newsletter, social media preferences and awareness of BC CRN workshops.

Goal Areas

Findings in this report are organized to align with the operational objectives as laid out in the 2023 BC CRN Operating Strategies and Outcome Goals of the Strategic Plan. We attempt to use our findings to tell the story of the networks' successes as well as provide feedback on areas for future refinements. Within each goal area, we include relevant insights from the affiliates' survey, including both response to the coordinators' and mentors' section. In addition, we provide comparisons based on characteristics of the CRN, for example if they are an urban, rural, or town CRN, or if the respondents have high, medium, or low engagement with their local CRN.

Often, findings could be included in more than one goal area. For example, the strength of personal networks could be seen as a sign of engagement, important in developing and sustaining CRNs (goal area one) or a sign of connectivity (goal area five). For clarity, the topics that we included in each goal areas are listed at the beginning of that goal area. These choices are purely for ease in reporting and shouldn't be seen as categorical.

BC CRN organizes annual priorities and objectives into five broad goal areas. The following outline lists the evaluation topics that are included in each goal area for the purposes of this report.

- Goal 1 - Develop and sustain CRNs
 - a. Outreach
 - i. Future Focus: Outreach
 - b. Respondent Engagement and Involvement
 - c. Confidence in CRN approach
- Goal 2 - Build awareness of adult abuse, neglect, and self-neglect
 - a. Community Awareness
 - i. Impact: Awareness of issues / Awareness of resources / Professional Education / Better Policy
 - ii. Future Focus: Public Awareness / Professional Education
 - b. Engagement with Workshops
- Goal 3 - Engage allyships with Indigenous and other culturally diverse communities
 - a. CRN Working Styles
- Goal 4 - Ensure BC CRNs internal operations work towards building capacity and sustainability
 - a. Coordinator Support
 - b. E-connector Engagement
 - c. Preferred forms of online engagement
- Goal 5 - Increase connectivity at and between all levels of BC CRN activity
 - a. Analyzing Network Strength
 - b. Coordination of Response / Improved Referrals
 - c. Confidence in Partners
 - i. Impact: Feeling Connected / Better Working Relations / Effective Referrals
 - ii. Future Focus: Coordinated response / improved referrals.

We include a discussion of overall impact under Goal Two as this is the first goal area with relevant impact questions and also because increasing awareness is, in many ways, the main goal of the work of the CRNs.

Within each section, we describe the elements of the evaluation that are relevant to the area, including both qualitative and quantitative findings. Methodological notes are included with the findings when they are necessary for the reader's understanding or provide important caveats on interpretation. More general methodological information is included in Appendix A at the end of this report.

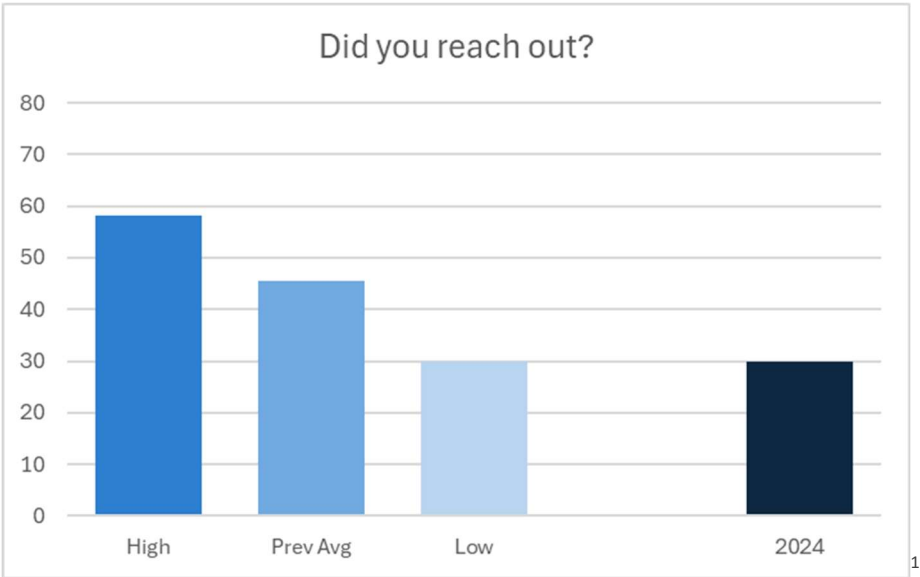
GOAL ONE

Develop and Sustain CRNs

Growing and strengthening the network of CRNs in British Columbia has been a major goal of BC CRN throughout the many years of the evaluation period. Evidence of significant and sustained growth are clear in the data. Over that time, the network has expanded from 60 informal community CRNs in 2012 to 91 CRNs in 2024.

The affiliates survey includes several questions relevant to developing and sustaining CRNs. These include questions about outreach activities, levels of engagement, and preferred ways of engaging with CRNs online.

Outreach

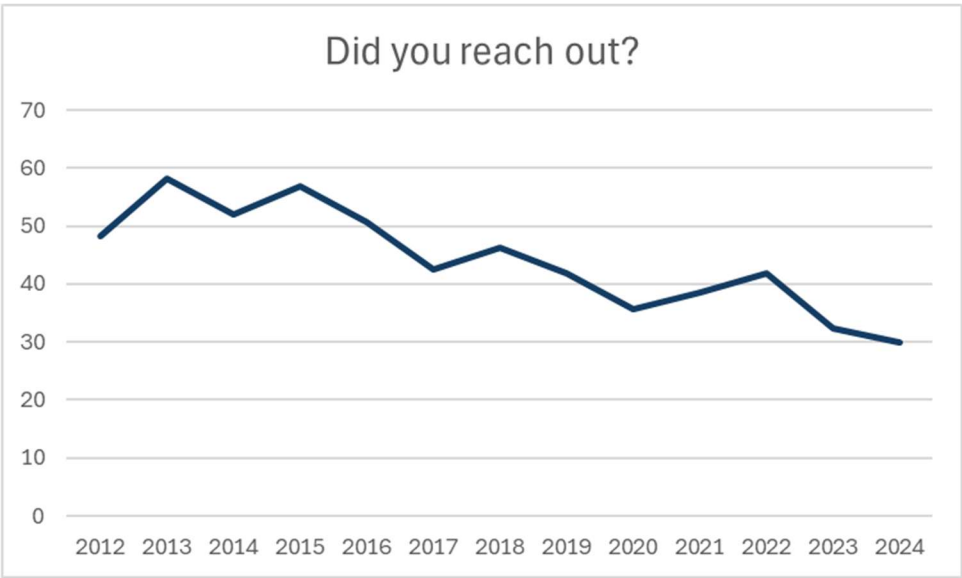


Growing networks require the ability of local CRNs to inspire partners to reach beyond their usual connections and communities to create broader response networks, a quality also important to Goal 3 – developing allyship with Indigenous and other cultural communities. A question was asked of all respondents to see if they had reached out to a new organization or community because of their involvement in the CRN.

Over time, the evaluation has seen slowly declining percentages of affiliates reaching out, possibly a result of many CRNs moving past the initial organizing phase that demands high levels of outreach. Previously, our lowest results were found in 2020 with only 36 percent of affiliates reaching out to new

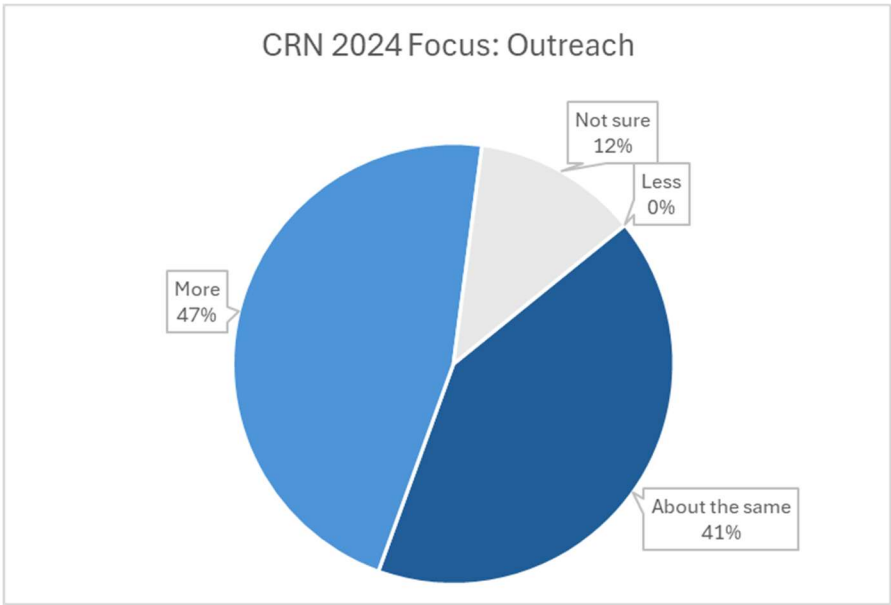
¹ Graphs have been reformatted to better report data over the longer evaluation period. For frequencies, we report this year’s finding in context with the high, low, and average values found over the previous evaluation period.

communities. Unfortunately, the results this year have reached a new low, with only 30 percent of respondents reported reaching out as part of their work with the CRN in 2024.



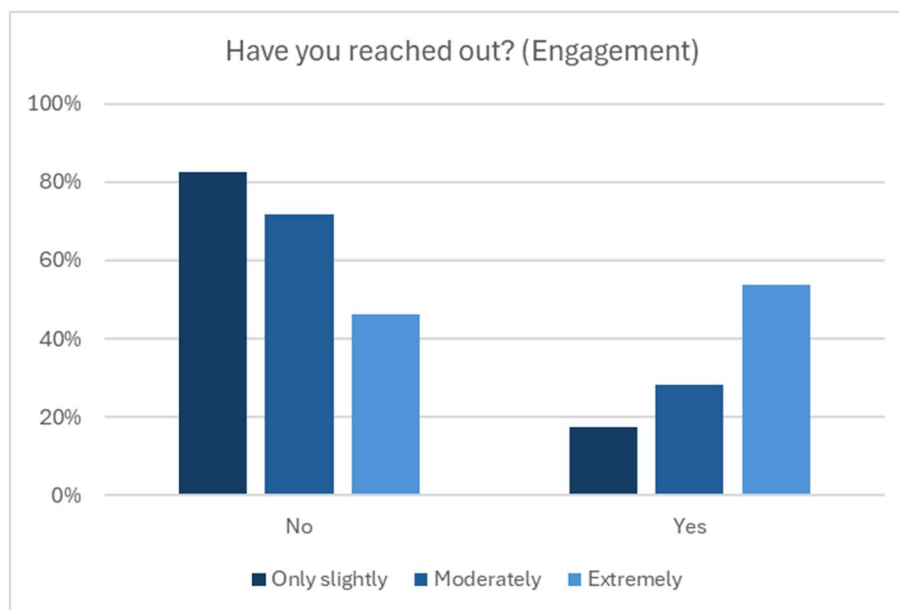
FUTURE FOCUS: OUTREACH

We asked CRN coordinators if they were planning to do more, less, or about the same amount of outreach in 2025. Just under half (47 percent) said they were planning to do more outreach with slightly fewer (41 percent) planning to do about the same level. No one said they were planning to do less outreach this year.



COMPARISON

When we compared responses to the outreach question by our key variables², we find that respondents with higher subjective engagement and higher involvement levels are significantly more likely to have reported reaching out as part of their CRN work, compared to less engaged or involved respondents. For example, 54 percent of extremely engaged respondents reported reaching out compared to only 28 and 17 percent of moderately or slightly engaged respondents. Similarly, 50 percent of high involvement respondents reported reaching out, compared to only 30 and 19 percent of medium or low involvement respondents.



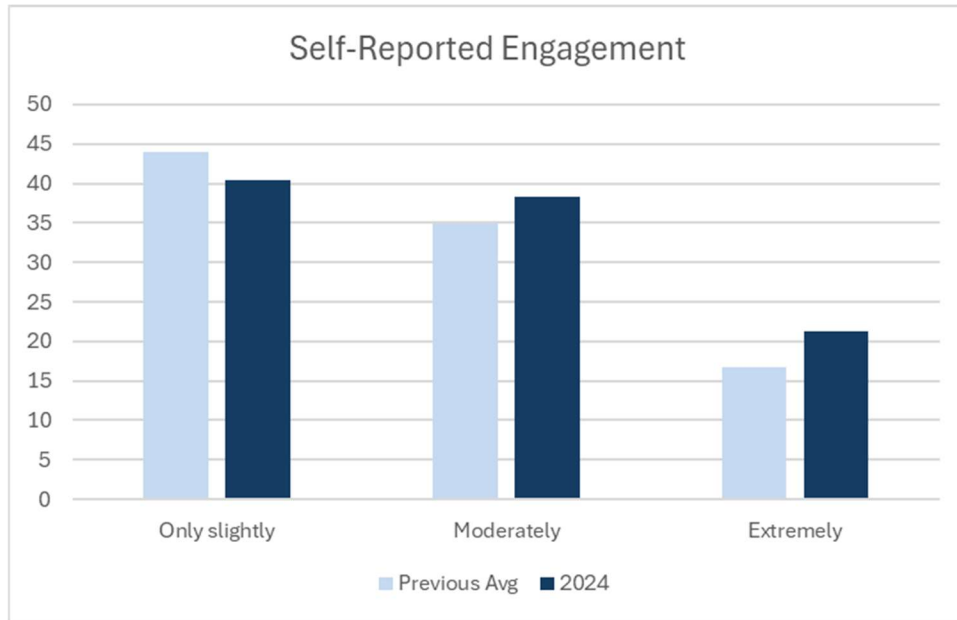
Engagement and Involvement

We ask affiliates to rate their engagement from “not at all” to “extremely” engaged. We also ask how satisfied they were with their current level of engagement and several questions about their activity levels including the number of meetings and events they’ve attended in the past year as well as how many years they’ve been working with the CRN and develop a composite involvement rating.

This year, engagement levels look similar to previous years but with a hopeful trend. This year, slightly fewer respondents reported being only slightly involved (40 percent) with slightly more reporting being moderately and extremely involved (38 and 21 percent respectively)³.

² We calculate Chi Squared statistics for cross-tabulations of all variables by urban/rural status, CRN activity level, subjective engagement, and involvement levels. We only report comparisons that achieve statistical significance. See Appendix A for more details on methodology.

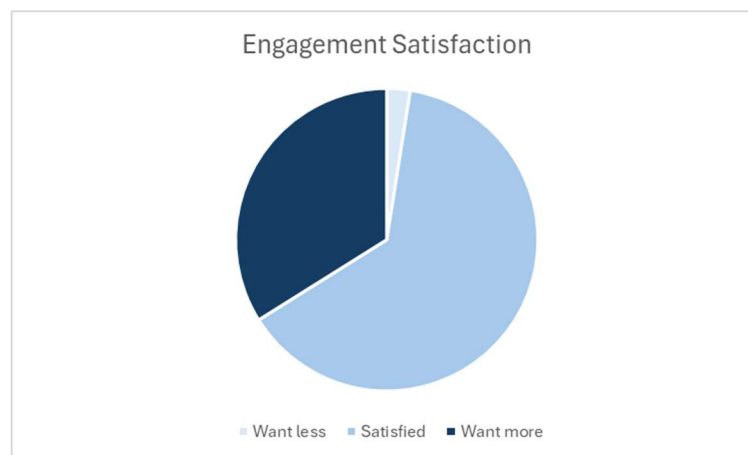
³ In previous years, respondents who reported that they were “not at all involved” were disqualified but with the inclusion of non-affiliate respondent, they were considered “non-affiliates.” For cross-year comparisons, we calculated the percentage of responses excluding “not at all involved.”



Involvement patterns continue the long-standing pattern of “long-tail” involvement. That is, we find most respondents attend few meetings or events and have only been involved in a CRN for a short time, while a few affiliates are heavily involved. The most common answer for how many meetings or events attended was zero, reported by 29 percent of respondents for meetings and 32 percent for events. Similar to responses about subjective involvement, these percentages are slightly lower (i.e. there are more affiliates reporting that they attended at least one meeting or event). Respondents averaged 2.9 meetings and 1.9 events, with 17 percent of respondents reporting six or more meetings and 13 percent attending three or more events.

ENGAGEMENT SATISFACTION

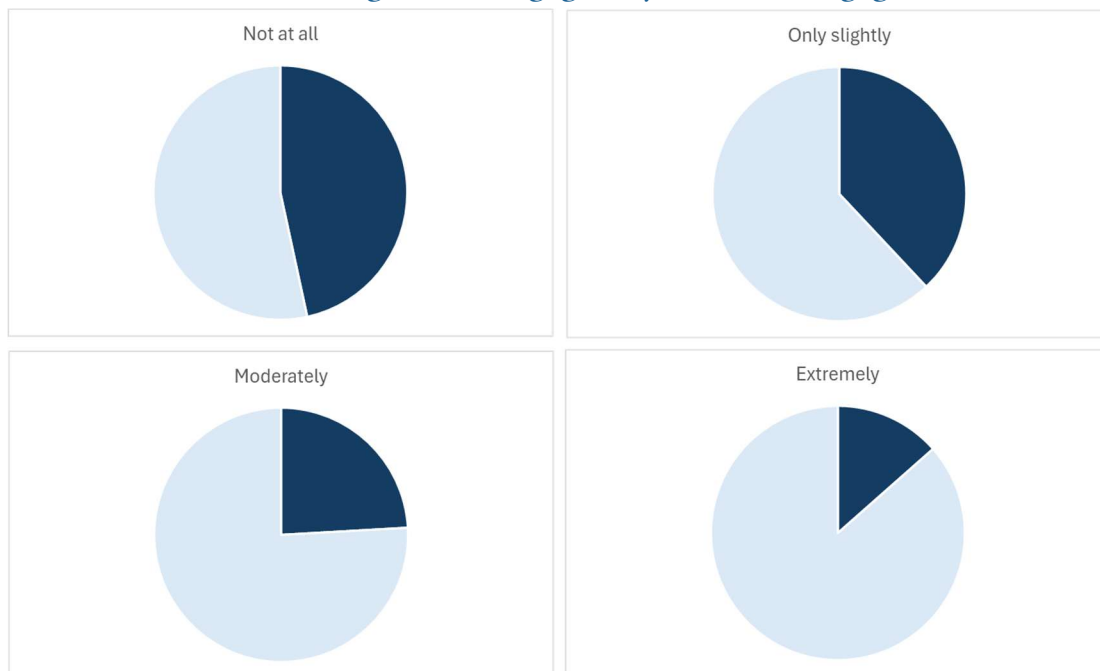
We asked all respondents to the affiliates survey, including those who were disqualified for being “not at all” engaged in the local CRN, if they would like to be more engaged, less engaged or maintain the same level of engagement. Nearly two-thirds (64 percent) are satisfied with their level of involvement, with a third (34 percent) wanting to be more involved. Very few (3 percent) were looking for less involvement.



COMPARISONS

When we compare satisfaction levels by level of engagement, we find that almost half (47 percent) of those who were not at all engaged and over a third (38 percent) of those who are only slightly engaged and almost a quarter (24 percent) of those who were moderately engaged would like to be more engaged. These findings suggest that affiliates are looking for opportunities to become more engaged. These findings underscore that local CRNs have the opportunity to bring affiliates more deeply into the work of the CRN.

Interest in Being More Engaged by Current Engagement

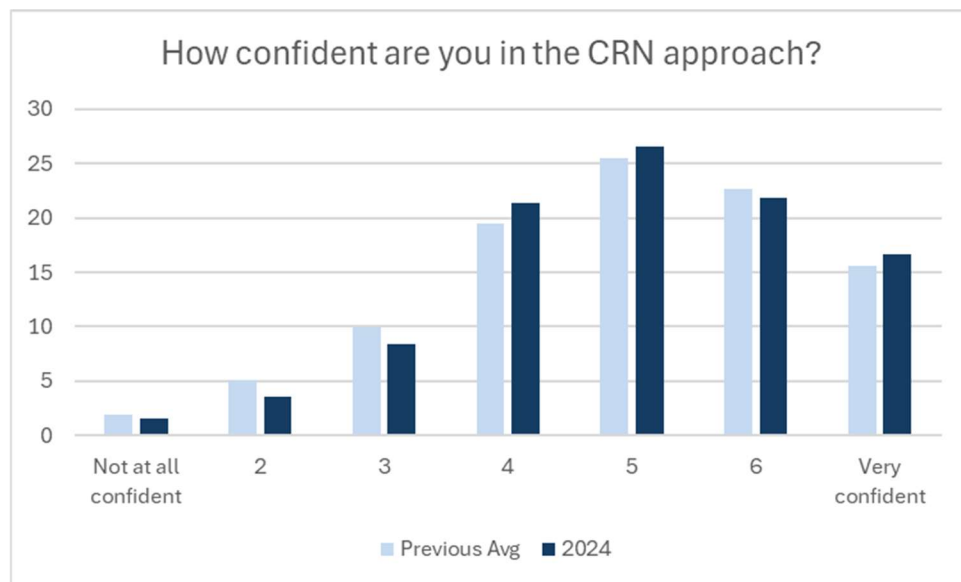
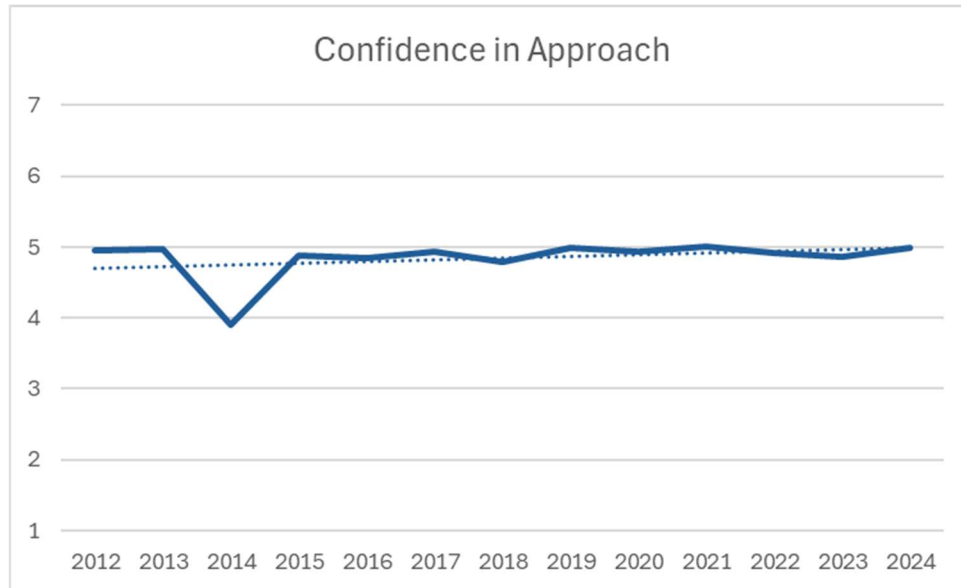


Interestingly, respondents from lower activity CRNs are more likely to say that they would like to be more involved than those from higher activity CRNs. Over a third (38 percent) of respondents from low activity CRNs would like to be more involved, compared to less than a quarter (23 percent) of respondents from high activity CRNs.

Confidence in CRN Approach

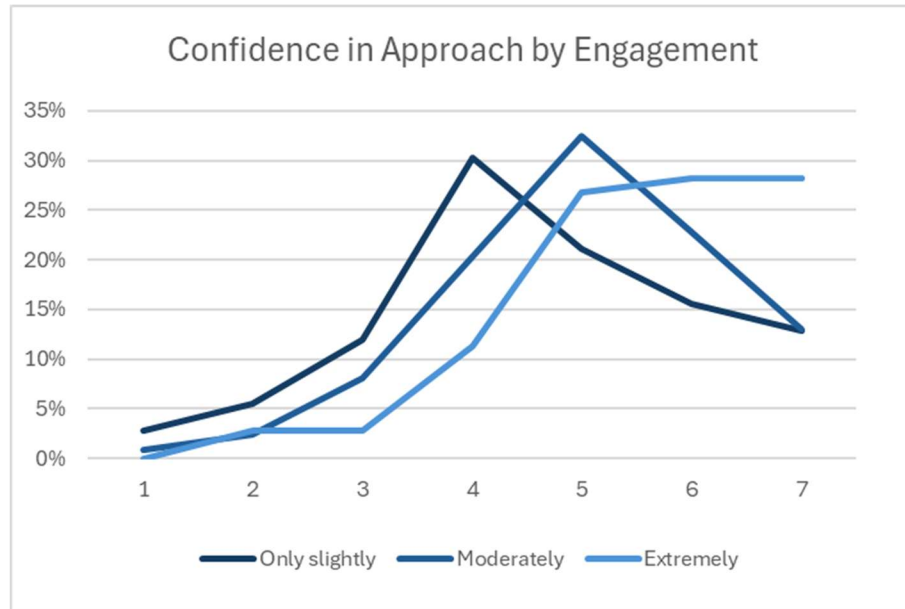
We ask respondents to report how confident they are in the CRN approach on a scale from 1 to 7, with 7 equaling “very confident.” We interpret this as a bellwether question for underlying support of developing CRNs.

We find a subtle but consistent increase in confidence in the approach over time, including this year. Averages hover near 5 points out of 7, at 4.99 for 2024.



COMPARISONS

Once again, we find that high engagement and involvement are consistently associated with greater confidence in the CRN approach. Those with more engagement were more likely to report higher confidence in approach. Interestingly, this year respondents from urban CRNs were more confident in the approach than respondents from town CRNs with rural CRNs somewhere in the middle.



Mentors Observations

Mentor comments indicated that developing CRNs is most effective when it builds on the sense of working for something “bigger” though they rarely provided much detail on connecting the story of the local CRNs to larger social change efforts. Mentors recognized that the “passion and commitment from volunteers and staff [and] tight teams of people working towards a common goal” at every level in organization where some of our most important assets.

At the same time, mentors (and coordinators) are interested in education around community development practices and resources. There is an opportunity to help mentors (and coordinators) develop a clearer theory of change to be able to communicate more effectively about the “why” of the work.

GOAL TWO

Build awareness of adult abuse, neglect, and self-neglect

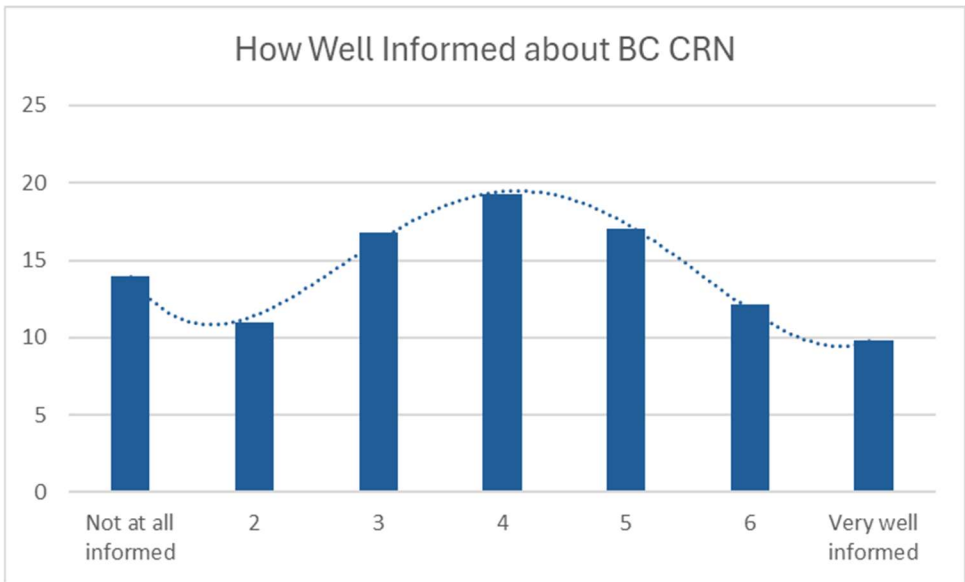
This goal area in many ways represents the core purpose of BC CRN – to build awareness and prevent abuse and neglect to vulnerable adults. CRNs do this by knitting together and maintaining a coordinated response from all who respond in the local community. At the same time, CRNs help to develop a safety net for vulnerable adults by increasing community awareness of the issue and promoting social norms which prevent and lower the risk of abuse and neglect.

The evaluation measures progress in this work in a few different ways. This year, we added a new question to assess overall awareness of BC CRN. We also ask affiliates and coordinators about their perception of community attitudes towards abuse and neglect. We ask all respondents including non-affiliates, about awareness of, or participation in, It’s Not Right, See Something Say Something, Spotlight on Ageism the Provincial Learning Events, or Introduction to Extreme Clutter – all events designed to spread awareness of important aspects of the subject.

In addition, CRN coordinators received additional questions about the CRNs’ planned focus areas in 2025 and four of our impact measures relate directly to aspects of awareness.

Awareness of BC CRN Activities

Starting this year, all respondents including non-affiliates, were asked on a seven-point scale from not at all informed to very well informed, how well informed are you about the role of BC CRN at the provincial level?



Responses were generally normally distributed with a bump of those who say they are “not at all informed.” Since there is no historical data, we can’t say much about the finding other than it serves as a reasonable baseline against which we can measure future efforts to improve awareness of the provincial organization.

COMPARISONS

Not surprisingly, we find that affiliates & coordinators report that they are better informed than non-affiliates. Affiliates and coordinators had an average of 4.05 compared to only 3.46 for non-affiliates.

Similarly, higher engagement and involvement respondents were more likely to be well informed about BC CRN. For example, high involvement respondents had an average of 5.65, compared to 4.76 for medium and 4.08 for low involvement respondents.

We also found a correlation between CRN activity levels and feeling well informed. Respondents in low activity CRNs had an average rating of 3.65, compared to 3.83 for medium and 4.56 for high activity CRN respondents.

Mentors Observations

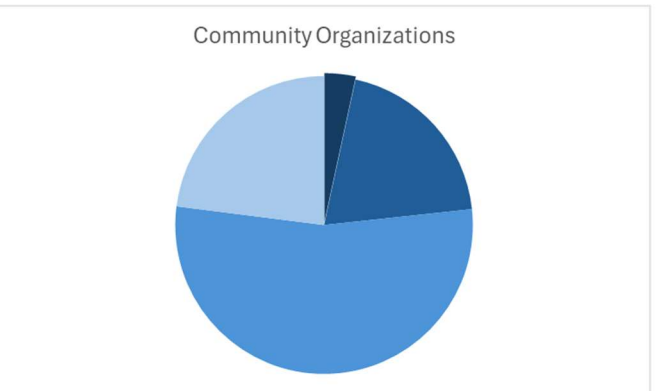
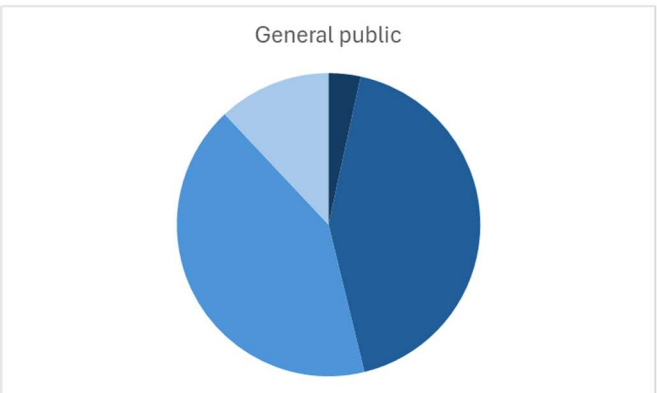
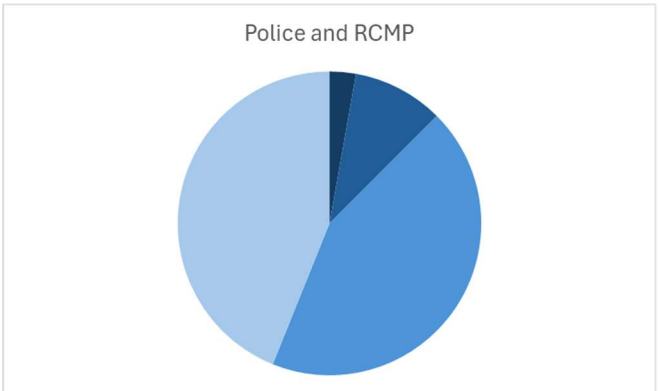
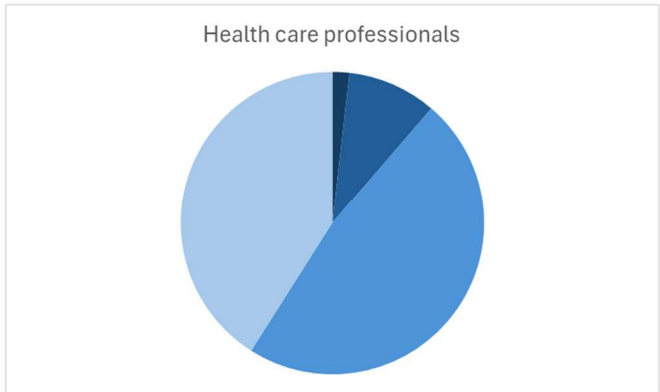
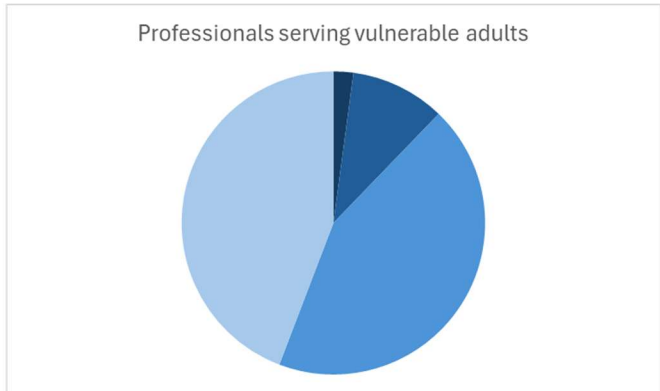
Some mentors see building awareness as the primary goal, while others see coordination as more important. They also see connection between awareness and prevention and coordination, but with no clear definition of upstream prevention approaches.

Community Attitudes

In the past, this was asked as a single question, but starting in the 2022 evaluation and moving forward we ask about awareness of the problem of adult neglect and abuse in five segments of the community: professionals serving vulnerable adults, the general public, health care professionals, community organizations, and the police and RCMP.

Nine out of ten respondents rated health care professionals, police and RCMP and professionals serving older adults as “very” or “somewhat aware” of the problem of adult abuse and neglect (89, 88, and 87 percent respectively). Awareness in the general public was lowest with just over half (54 percent) saying the public was very or somewhat aware, and 12 percent saying that they are very aware of the problem. This represents a slight increase in perceptions of awareness in the general public, but because this question has only been asked for a few years, we cannot say that it represents a trend. Community groups were in between with 77 percent of respondents reporting these groups were somewhat or very aware of the problem.

Perceived Awareness of the Problem of Adult Abuse by Community Segment



■ Not at all aware ■ Only slightly aware ■ Somewhat aware ■ Very aware

COMPARISONS

There were a few minor differences in perception of awareness among different segments of the public based on levels of engagement and involvement with more engaged or involved respondents slightly more likely to perceive greater awareness in each of the segments. While these differences achieved statistical significance, the difference were relatively small and not meaningful.

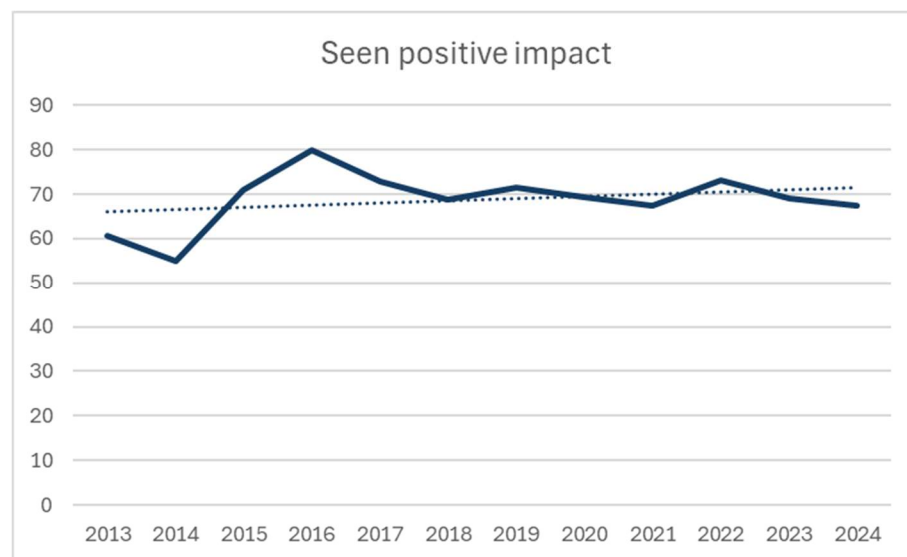
Perceived Changes in Levels of Abuse

Since the beginning of the pandemic, we have been tracking perceived changes in the level of adult abuse and neglect. Last year and this year saw significant shifts, with only around 20 percent of respondents reporting seeing an increase in adult abuse compared to a high of 46 percent reported in 2022. Similarly, last year and this year saw the first respondents reporting that they've seen a decrease in abuse, though the numbers are still quite small at only three percent. Over three-quarters of respondents (77 percent) reported no change in their perception of levels of abuse.

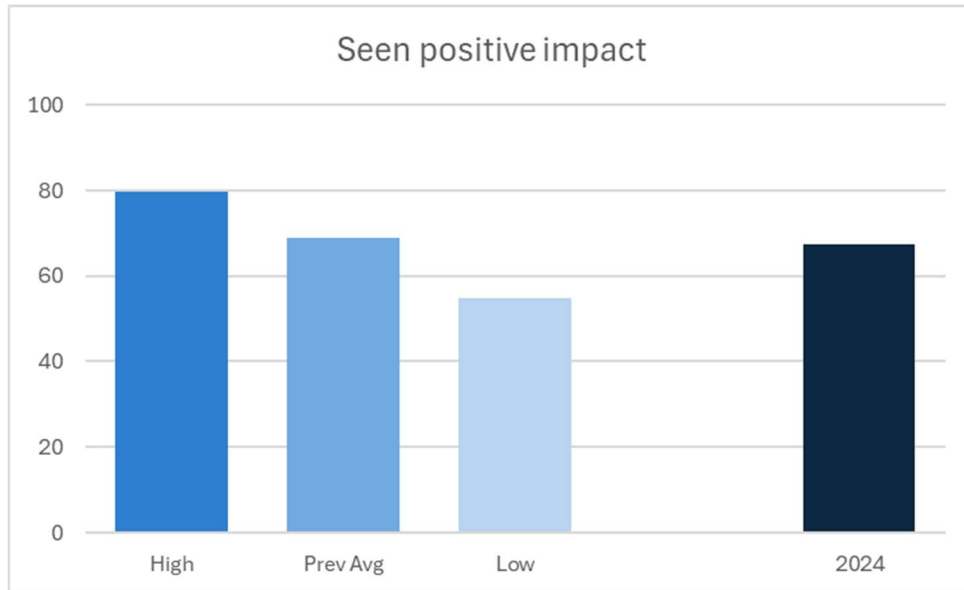
There were no differences in perceptions of changes in levels of abuse based on any of the comparison groups examined.

Impact

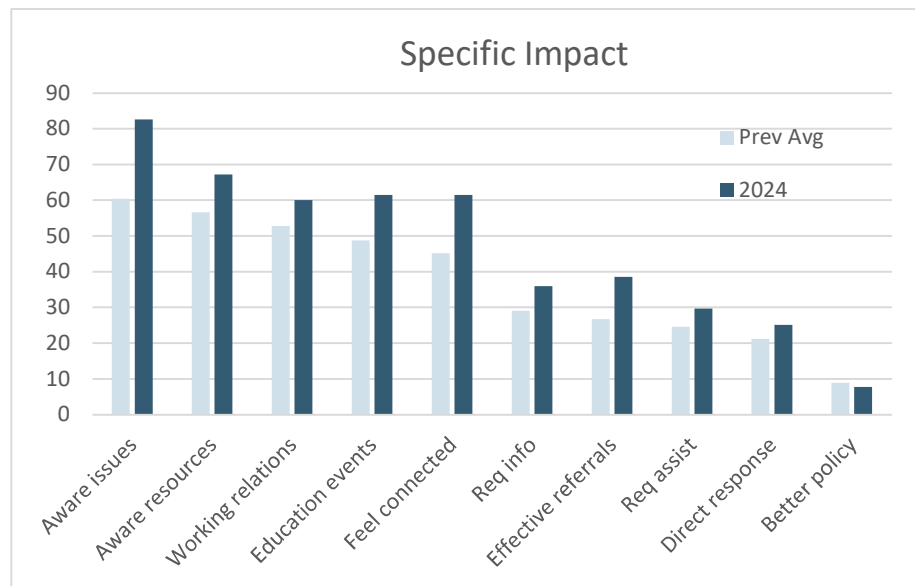
The evaluation has tracked perceived impact of affiliates since 2013. In 2015, based on the results of the previous responses, a set of ten closed-ended questions was added. (See Appendix B for the precise question wording.)



Generally, we have seen consistently high reports of community impact which is trending very slightly up over the evaluation period. In 2024, over two-thirds of respondents (68 percent) said that they had seen evidence of positive impact as a result of the work of the CRN. This is very close to the average response to this question over the whole of the evaluation period.



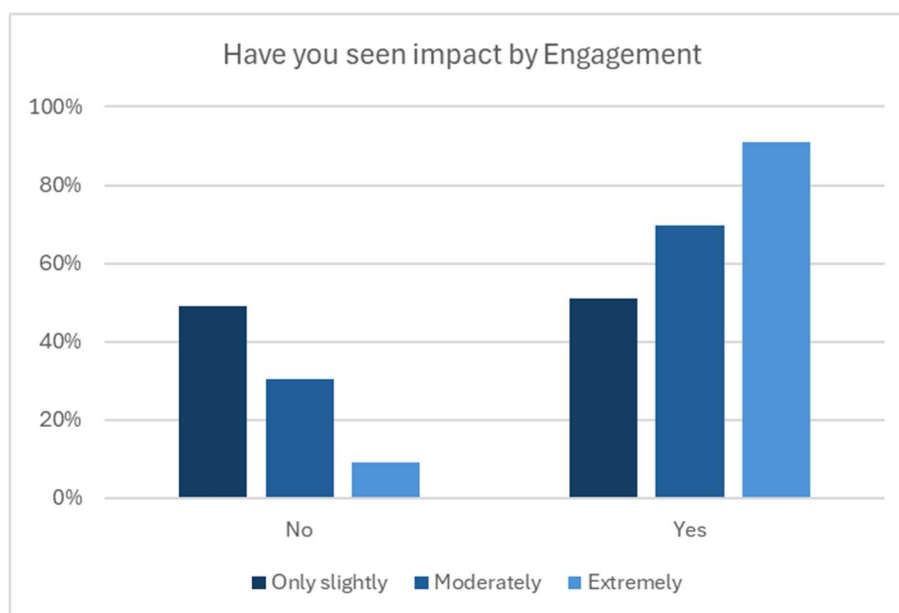
For those who have said that they saw impact, we ask them to identify the specific positive impacts they have seen. Responses to this year's survey show a similar pattern to previous years, but with individual items all showing above average responses. We suspect that this might be an artifact of structural changes to the survey to accommodate non-affiliates and withhold interpretation based on the limited data.



We include four specific impact questions related to community awareness. We ask if people have seen positive impact as a result of the work of the CRN in 1) greater community awareness and understanding of the issue, 2) greater awareness of community resources, 3) more educational events, and 4) improved public policy. Well over half of all respondents report positive impact in greater awareness of the issue and resources and more educational events. Improved policy, though, is the least frequently mentioned impact, with less than 10 percent reporting seeing positive impact in this area.

COMPARISONS

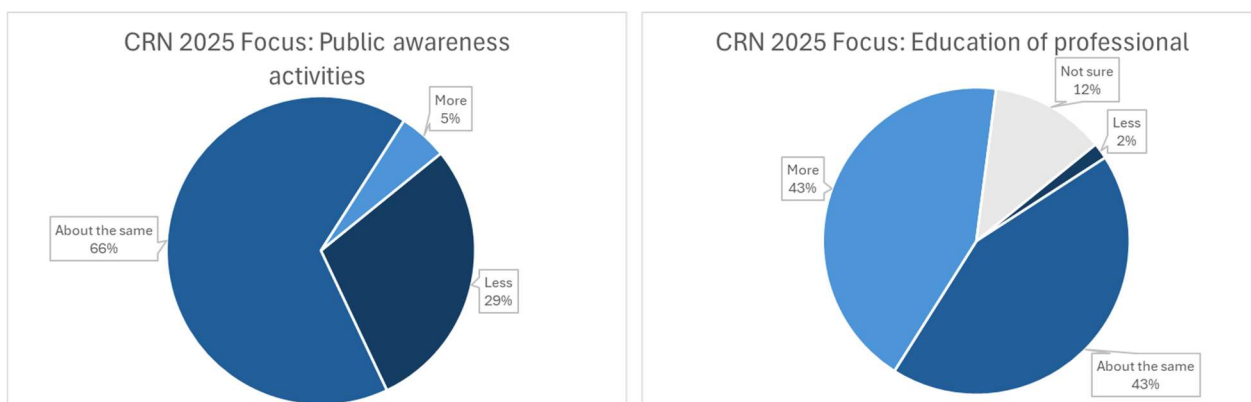
As in previous years, we find a strong connection between higher levels of engagement and involvement and reports of impact. Over nine out of ten (91 percent) of high engagement respondents reported seeing impact in 2024 compared to two-thirds (70 percent) of medium and just over half (51 percent) of low engagement respondents. A similar pattern is seen by involvement level, with 87 percent of high involvement respondents seeing impact, compared to three-quarters (73 percent) of medium and slightly less than half (47 percent) of low involvement respondents respectively. Mentors follow a similar pattern for “high engagement” respondents, with 92 percent reporting having seen impact.



Interestingly, this year we also see a difference in perceived impact by urban / rural status, but only when we combine town and rural respondents. Town and rural respondents were significantly more likely to report seeing impact than respondents from urban CRNs, 74 compared to 60 percent. This is not a pattern that we have seen consistently throughout the evaluation period, but is still noteworthy in this years results.

FUTURE FOCUS: PUBLIC AWARENESS / PROFESSIONAL EDUCATION

Only five percent of coordinators say that their CRN plans more public awareness activities in 2025 while two-thirds say they will do about the same and nearly 30 percent plan to do less next year. Conversely, over 40 percent are planning more education of professionals in the community and the same percentage are planning to do about the same amount. Very few (only two percent) are planning to do less.

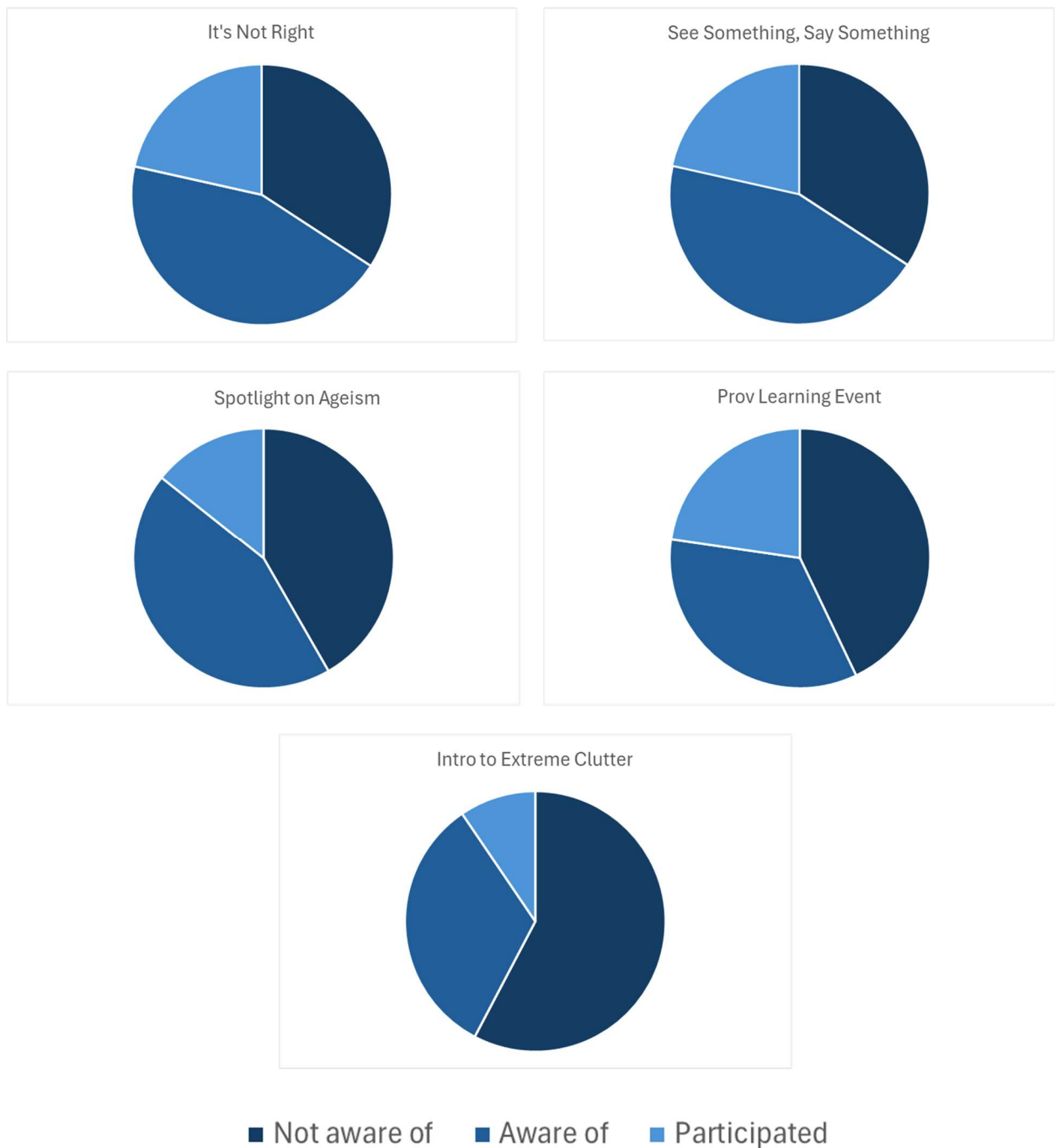


Engagement with Workshops

We also gathered information about whether respondents were aware of or participated in an It's Not Right! (INR) presentation, a Provincial Learning Event, Spotlight on Ageism, a See Something, Say Something (formerly Gatekeeper) workshop or an Introduction to Extreme Clutter workshop to assess the level of awareness and engagement with key BC CRN programs. These questions were asked of affiliates, coordinators, and non-affiliates.

Actual participation rates were relatively high, with over a fifth of respondents having participated in either INR, (22 percent), See Something, Say Something (22 percent) or the Provincial Learning Event (23 percent). Only 14 percent reported participating in the Spotlight on Ageism workshop and 10 percent participated in the new Introduction to Extreme Clutter workshop.

Awareness of the programs was also relatively high. About a third of respondents were unaware of the It's Not Right, See Something Say Something programs (34 percent for each), while about a four in ten of respondents are unaware of the Spotlight on Ageism (42 percent) and Provincial Learning events (43 percent). Over half of respondents (58 percent) were unaware of the Introduction to Extreme Clutter workshop.



COMPARISONS

Again, we find strong correlations between engagement and involvement with awareness of and participation in key BC CRN programs. Higher involvement and engagement respondents are more likely to have participated in all the workshops while lower involvement and engagement respondents are more likely to be unaware of the workshops. For example, over two-thirds (68 percent) of high involvement respondents participated in INR compared to slightly more than a third (37 percent) of

medium involvement and only nine percent for low involvement respondents. Conversely, about half of low involvement respondents (49 percent) were unaware of INR, compared to a quarter (26 percent) of medium involvement and only nine percent of high involvement respondents. Similar patterns were seen for all workshops for both involvement and engagement levels.

There was also a pattern of correlations between the activity level of the CRN and awareness and participation, though these correlations were weaker. Respondents from higher activity level CRNs were more likely to participate in workshops and less likely to be unaware of the workshops. For example, almost a third of respondents from high activity CRNs (29 percent) participated in an INR workshop, compared to only a quarter of respondents from medium activity CRNs (24 percent) and 14 percent of respondents from low activity CRNs. These differences were much less pronounced than differences by engagement and involvement.

Interestingly, there were no significant differences in awareness or participation between affiliates and non-affiliates.

FUTURE FOCUS:

Nearly three-quarters (73 percent) of coordinators were interested in hosting a workshop this year and 82 percent understood how to arrange a presentation.

GOAL THREE

Engage allyships with Indigenous and other culturally diverse communities

From the beginning, BC CRN has recognized the importance of creating a different kind of working style among community professionals, stakeholders and community members. The value of the network depends not simply on knowing other people in the network but understanding and trusting them. Over the past decade, this original commitment to create a welcoming and inclusive space at the CRN table has grown to recognize the importance of reconciliation, decolonization and developing allyships with Indigenous and other culturally diverse communities.



BC CRN Guiding Principles

- Inclusion.
- Meaningful participation.
- Sharing leadership and influence.
- Assumption of capability and building capacity.

BC CRN Core Values

Love, respect, kindness and generosity

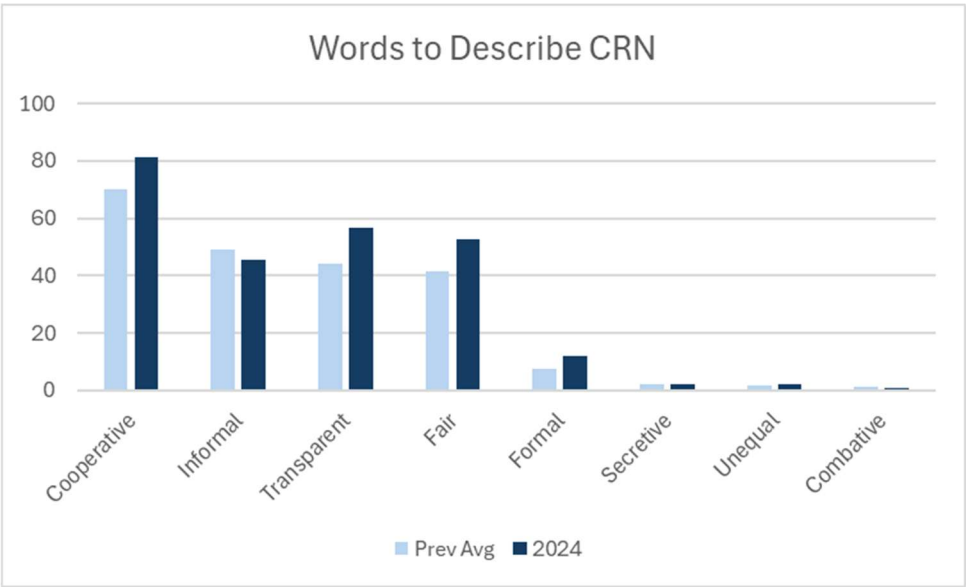
The evaluation includes questions on the affiliates survey to assess aspects of this goal. In essence, we are looking for evidence that the work of local CRNs reflects the values and principles of the organization and as a result, creates conditions that allow allyship to happen.

Working Style

To see if local efforts at creating a welcoming and inclusive environment are having an impact on the experience of CRN affiliates, respondents were asked to describe the working style of the group by selecting words from a list. Some of those words were positive and some negative.

Over the course of the evaluation, the most commonly selected words have consistently been ‘cooperative, transparent, informal and fair’ and the distribution is similar this year with cooperative, transparent and fair being the most common answers. This year seems to have a lower percentage of respondents selecting “informal” and slightly more than usual selecting “formal.” This may be an early indication that some CRNs are losing the relationality essential to creating welcoming and inclusive spaces.

Very few respondents described their local CRN as unequal, secretive or combative.



In general, these findings provide evidence that the local CRNs are operating in alignment with the overall values of the BC CRN.

COMPARISONS

Once again, we find that high engagement and involvement are consistently associated with more positive descriptions of the working style. Higher engagement respondents are more likely to report that their CRN is “cooperative” (94 percent, compared to 83 and 71 percent for medium and low engagement). A similar pattern was found for “informal,” “transparent,” and “fair” for both engagement and involvement.

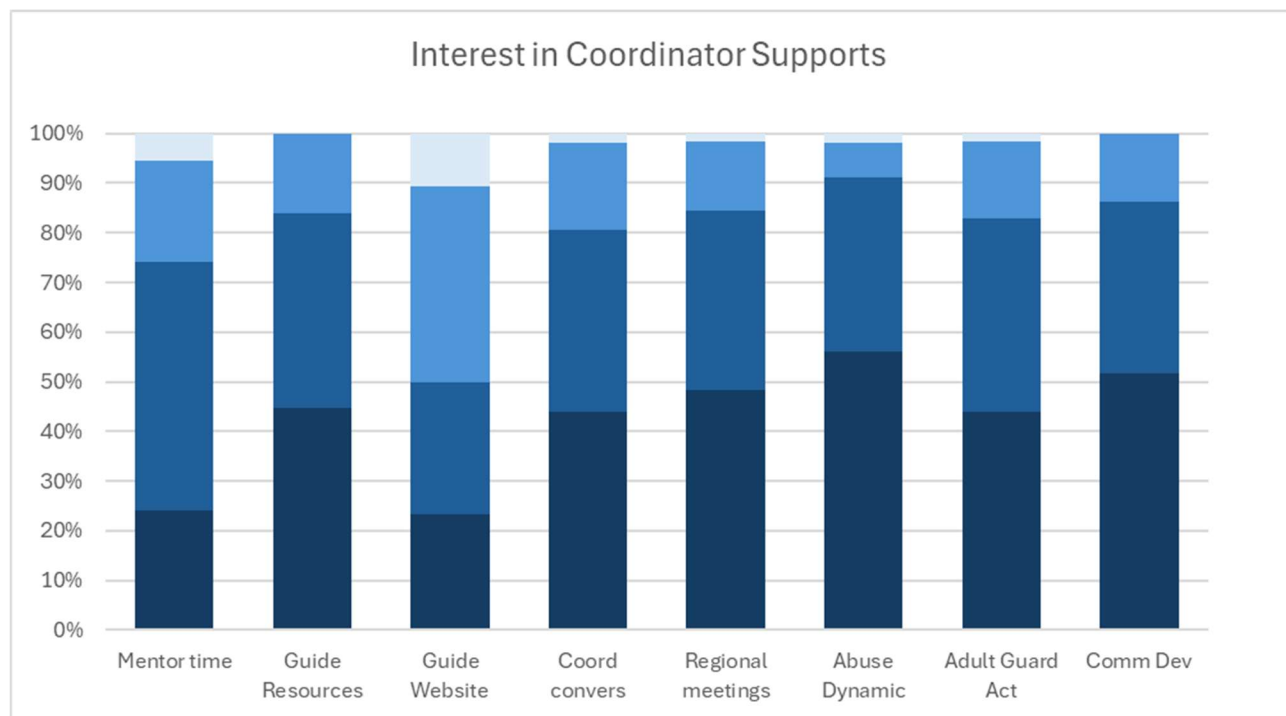
Mentors Observations

While allyship has been a goal of the organization for several years, there is a noticeable lack of discuss in most of the mentor responses around working with Indigenous communities. There is also a general lack of mention of DEI or cultural work, though we know that there are examples of local CRNs working with Indigenous communities, and in cultural communities. There is also work with LGBTQ+ CRNs. Exploring these questions more deeply could be a productive focus in upcoming evaluations.

GOAL FOUR

Ensure BC CRNs internal operations work towards building capacity and sustainability

The unique nature of the CRN approach poses special challenges in developing and assessing internal capacity. This year we asked coordinators a set of questions about the kinds of support they would like to receive. We also included a similar set of questions for mentors to assess their interest in different supports.



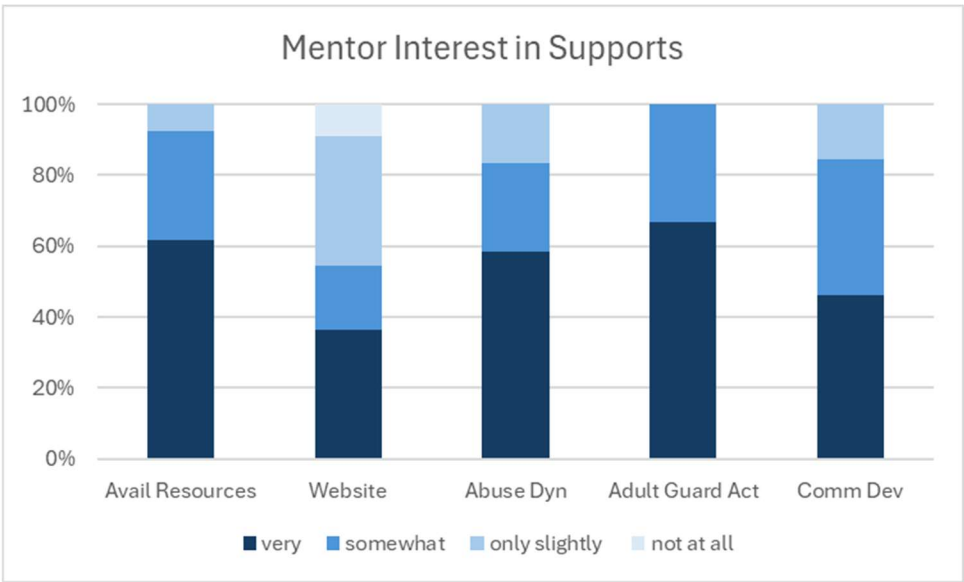
Coordinator Support

We asked about eight different types of support including: 1) more time with mentors, 2) guidance on available resources, 3) guidance on accessing and using the BC CRN website, 4) more conversations with other coordinators, 5) regional meetings of coordinators, 6) education on abuse dynamics, 7) education on the Adult Guardianship Legislation, and 8) education on community development.

Around 90 percent of coordinators were "very" or "somewhat" interested in education on abuse dynamics and over 80 percent were similarly interested in education on community development (86 percent), more regional meetings (85 percent), guidance on available resources (84 percent), education on the Adult Guardianship Act (83 percent), and more conversations with other coordinators (81 percent). Interest was weakest for more mentor time or guidance on using the website.

Mentor Support

We asked mentors about five potential supports including more information about available resources, guidance on using the website, and education about abuse dynamics, the Adult Guardianship Act and community development.



One-hundred percent of mentors were “very” or “somewhat” interested in education on the Adult Guardianship Act and there was similarly high interest in information about available resources (92 percent), and education about community development (85 percent) and abuse dynamics (83 percent).

GOAL FIVE

Increase connectivity at and between all levels of BC CRN activity

The evaluation tracks progress on connectivity at and between all levels of the BC CRN in several ways. We include a set of questions about readership of the E-Connector and preferences around social media use to understand how engaged respondents are with our communication channels.

Then, because relationships and networks are central to the work of CRNs, we ask respondents to list who they would turn to if they had concerns about adult abuse and what organizations they know of in the community who are working on the issue. We analyze these local personal networks for signs that they are growing or strengthening.

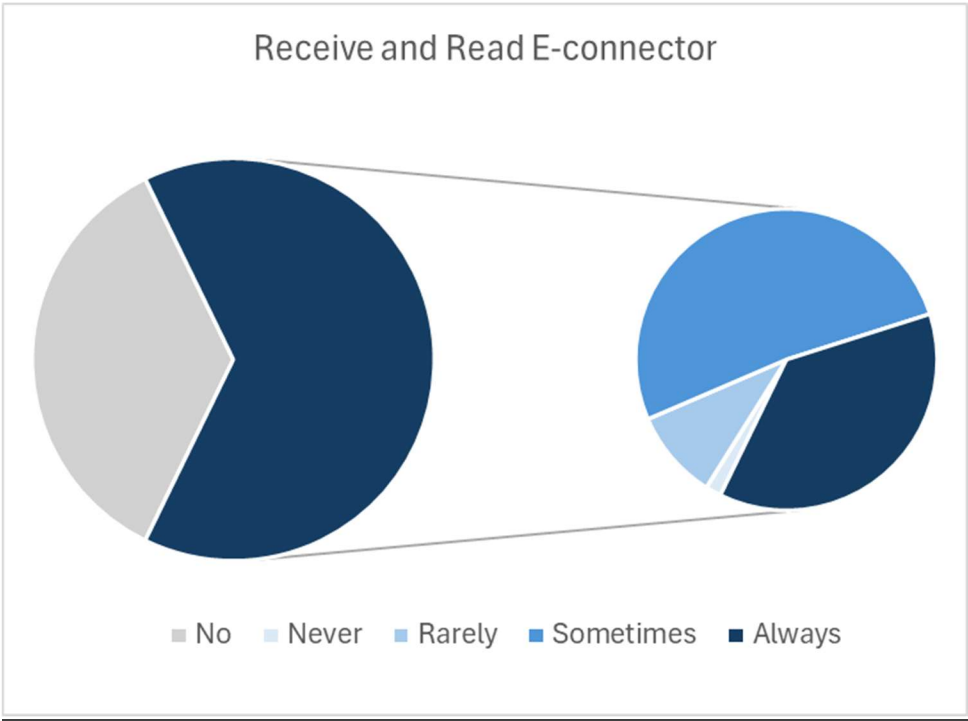
We also include several questions about trust in CRN partners and overall level of coordination or community response as indicators of healthy connectivity.

Finally, six impact questions assess both the quality of the network and expected outcomes of a healthy local network.

E-Connector Readership

All respondents including affiliates, coordinators and non-affiliates were asked questions about their use of the BC CRN E-Connector.

Almost two-thirds of survey respondents (65 percent) said they received the BC CRN E-connector email newsletter. Of those who received it, the vast majority reported always (37 percent) or sometimes (52 percent) reading the E-connector. When asked what topics were most interesting to them, respondents shared a variety of ideas. Respondents were interested in learning more about webinars and other available resources, hearing about innovative ideas and success stories that they might take inspiration from and incorporate in their local community.



Many expressed their satisfaction with the variety of stories that are currently shared. Similarly, many respondents said they were interested in all topics and appreciated the value of the E-connector in helping them learn more about how to effectively address ageism and potential abuse, neglect or self-neglect.

COMPARISONS

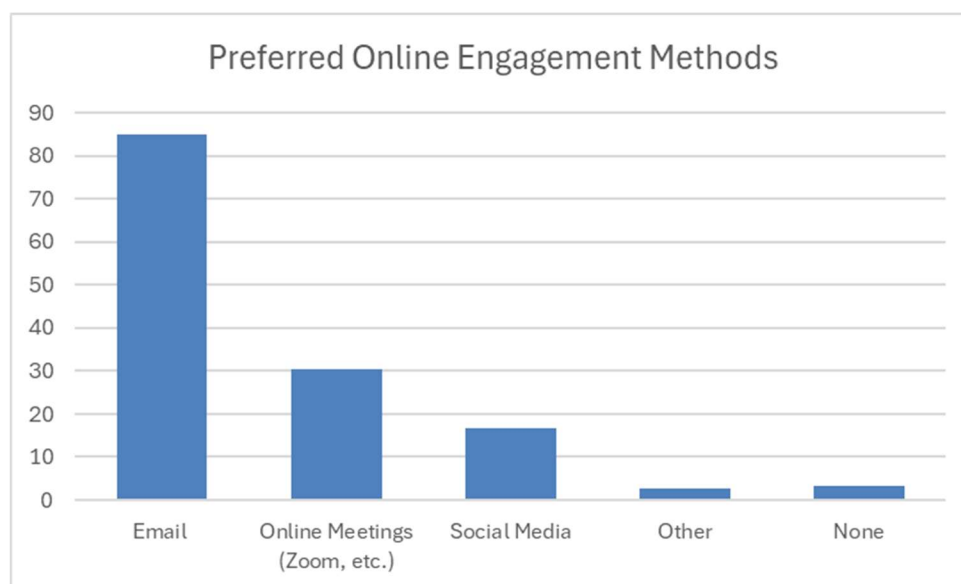
More involved respondents are more likely to report receiving the E-connector newsletter (90 percent, compared to 79 and 60 percent for medium and low involvement respondents respectively) and more likely to say they always read it (59 percent, compared to 38 and 22 percent). A similar pattern is seen by self-reported engagement level.

Similarly, respondents from more active CRNs are more likely to receive the E-Connector, 68 percent compared to 58 and 49 percent respectively for medium and low activity CRNs. There is no difference, though, in how often respondents read the E-Connector based on CRN activity level.

Interestingly, non-affiliates are more likely to report receiving the E-connector, 77 percent compared to 60 percent of affiliates. However, there is no statistical difference between affiliates and non-affiliates when looking at how often those who receive it read it.

Preferred Forms of Online Engagement

We asked respondents how they prefer to engage online. They were given five options: email, online events (e.g. Zoom meetings and webinars), social media (e.g. Facebook, Twitter, or Instagram), “other,” or none and asked to check all that applied. The vast majority (85 percent) said that they prefer email and about a third (31 percent) preferred online events. Only 17 percent prefer social media channels and very few indicated a different medium (three percent) or selected “none” (three percent).

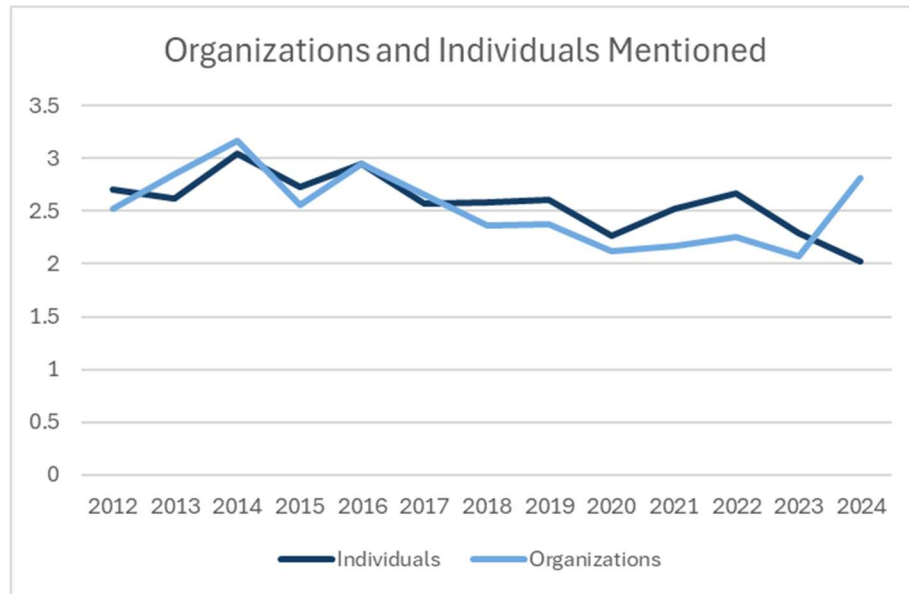


COMPARISONS

There was only one difference that achieved statistical significance and two that had a borderline significance. The one clear difference was a slight preference among more engaged respondents for online meetings. Almost half of extremely engaged respondents preferred online meetings (49 percent) compared to about a third of moderately engaged respondents (38 percent), and just over a quarter of only slightly engaged respondents (29 percent).

Relationships and Networks

One of the prime indicators of the effectiveness of a network is the number and quality of relationships, especially functional relationships, that can help to address the issue of adult abuse. Respondents were asked “who would you turn to if you had questions or concerns about adult abuse in the community” and “what organizations do you know of who are working on adult abuse issues?” Respondents were able to list up to five names for each question. The following analysis looks at the overall number of groups or individuals mentioned by each respondent.

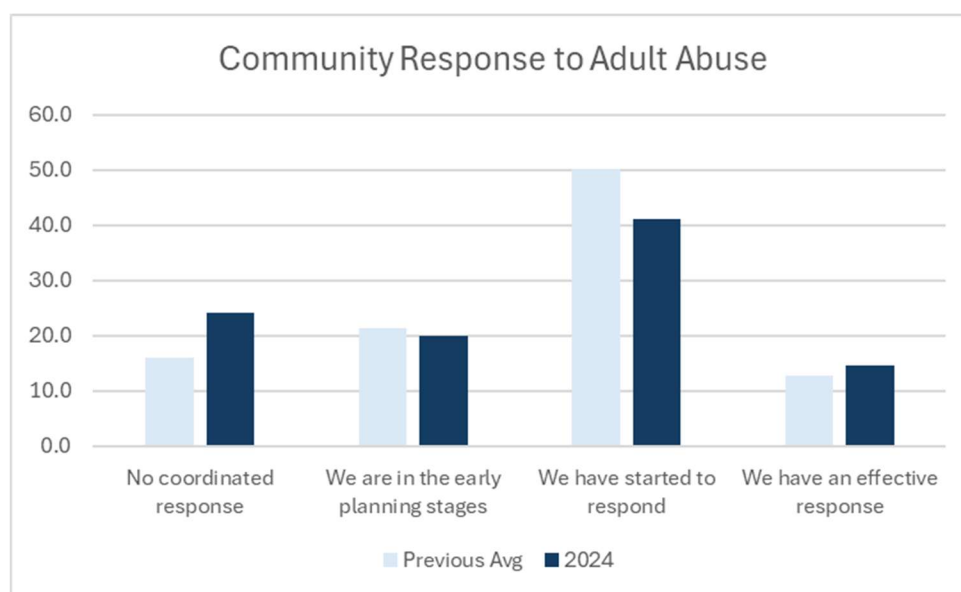


The number of people mentioned, and the number of organizations mentioned has decreased slightly but consistently over the course of the evaluation. The average number of individuals mentioned this year – 2.03 – was the lowest point during the evaluation period. The average number of groups mentioned was 2.82 per respondent. This number is slightly higher than the average from previous years. However, both of these numbers were likely influenced by a structural change in the survey this year which has likely suppressed the mention of individuals and enhanced the mention of groups. These differences are small but given the importance of building and maintaining strong relationships in the CRN model, they warrant some consideration.

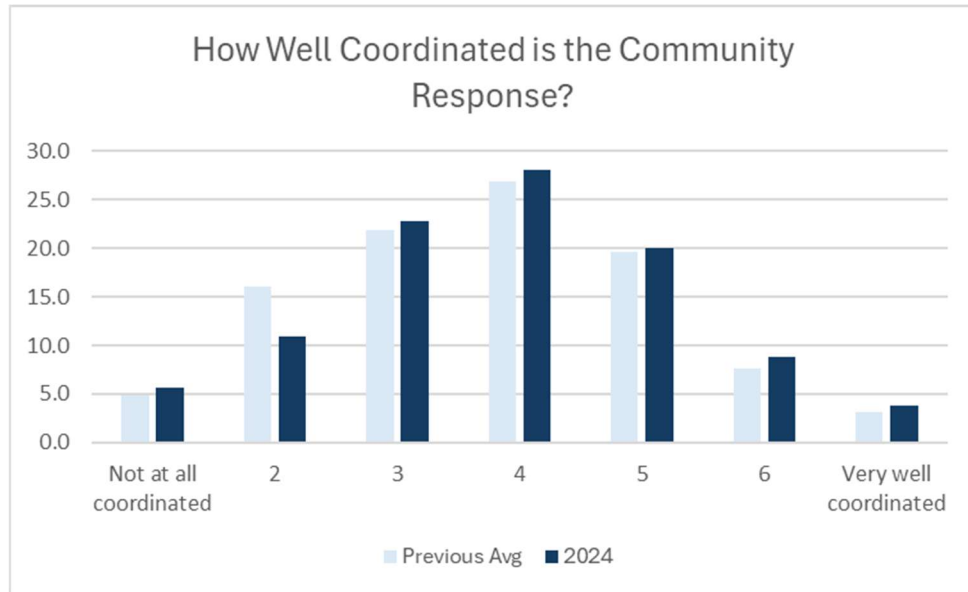
Response and Coordination

The social power of CRNs resides mainly in the self-organizing and network aspects of their operations. The 'service' offered by a CRN is to build relationships which help to coordinate responses – keeping a focus on the issue using community development and community engagement techniques and working with key partners to identify gaps, increase awareness-raising and provide education around the issue.

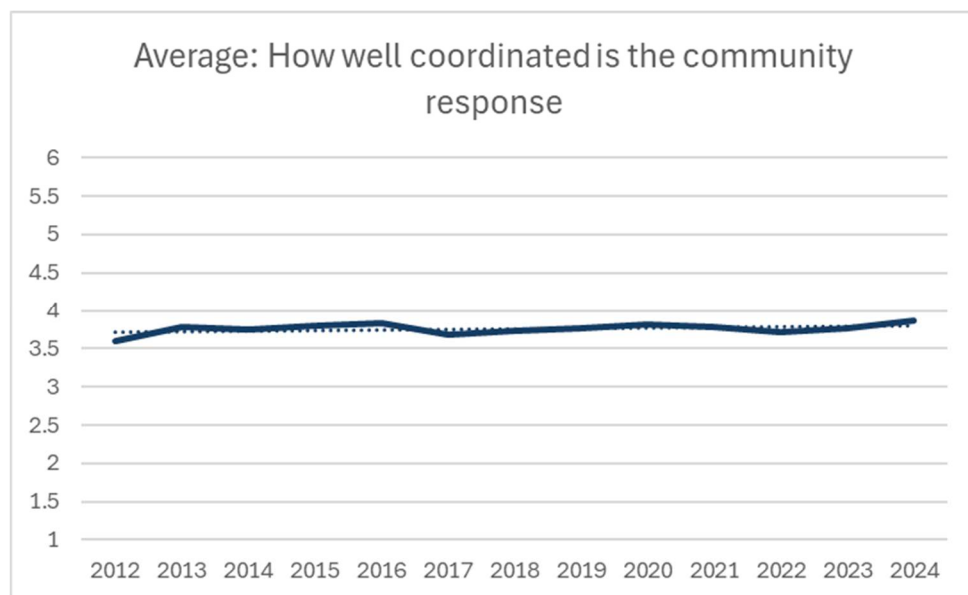
The affiliates survey gathers feedback on coordination of responses in two questions. The first asks about the stage of response – from no coordinated response to having an effective response in place. The second asks how well coordinated that response is on a scale from 1 to 7 where 7 represents very well coordinated.



This year, 15 percent of respondents reported having an effective community response in place. This is slightly higher than the previous average response. And as in previous years, the most common answer is "we have started to respond," selected by 41 percent of respondents, slightly lower than the previous average of 50 percent. Again this year, we saw a significant increase in the percentage of respondents saying there is no coordinated response (24 percent), similar to last year's responses which were nearly 10 percent from the average for previous years of 15 percent. The percentage saying they are in the early planning stages (20 percent) is similar to the previous years' average (21 percent).



When asked to rate how well coordinated the community response to adult abuse is on a 7-point scale, responses appeared similar to previous years, with a generally normal distribution. The average response for 2024 was 3.87, higher than the previous years' average of 3.75. When averages are mapped over time, there is a very slight upward trend.



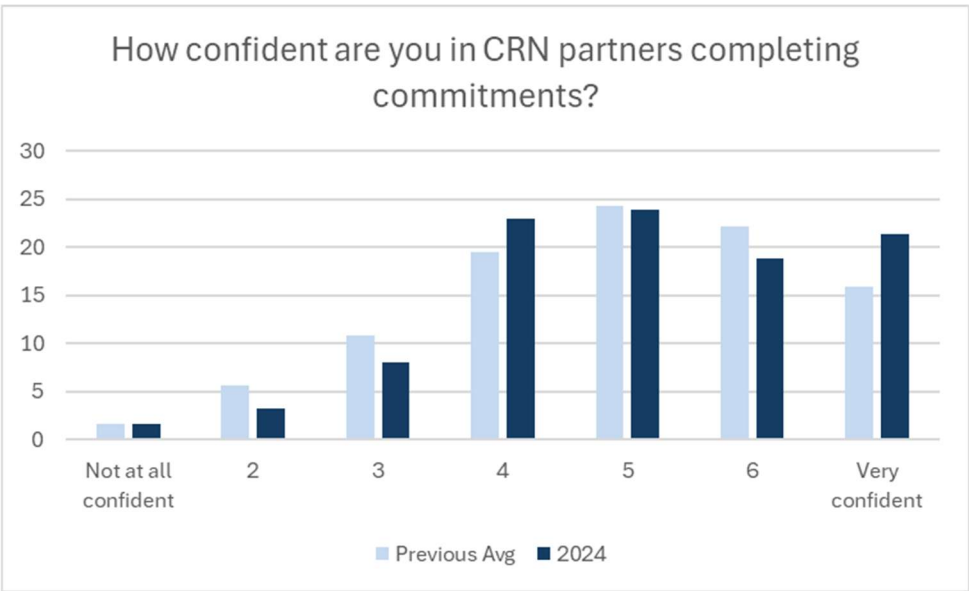
COMPARISONS

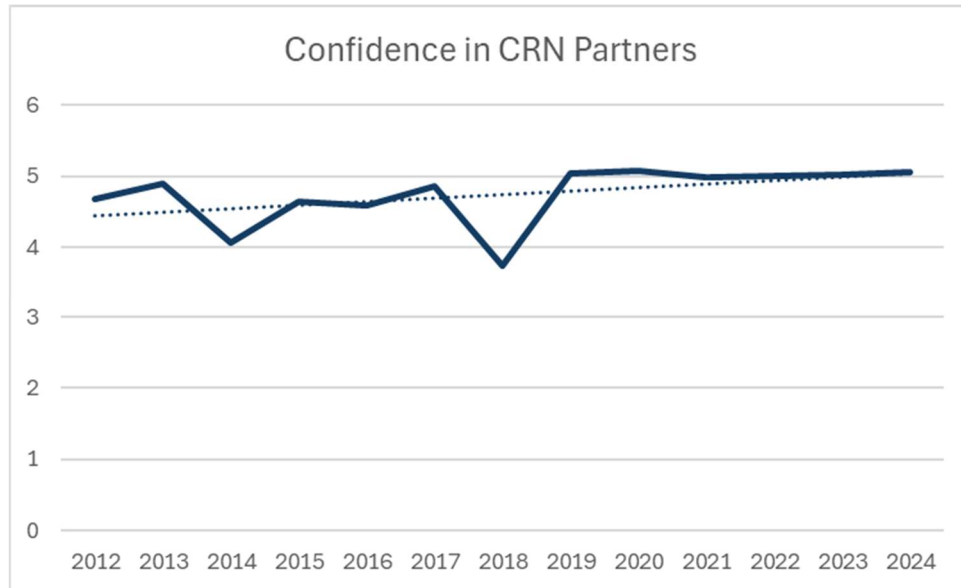
Throughout the evaluation period, we found very consistent differences in reports of the current level of community response and ratings of how well-coordinated responses were based on levels of engagement and involvement. That pattern holds true this year as well. For example, the average rating of coordination among high involvement respondents is 4.36, compared to 4.10 for medium and 3.42 for low involvement respondents. Similarly, a quarter of high involvement respondents (25 percent) said there was an effective response in place compared to 15 percent of medium and only eight percent of low involvement respondents. Conversely, almost a third (31 percent) of low involvement respondents said there was no community response, compared to only 12 percent of high involvement and 22 percent of medium involvement respondents.

Confidence in Partners

Respondents were asked to indicate how confident they were in their partners fulfilling their commitments. They rated their confidence on a seven-point scale, where 1 meant “not at all confident” and 7 meant “very confident.” In general, the distribution for both is positively skewed towards confidence in their local partners and the positive skew appears to be growing slightly over time. That is, there is evidence that people are growing more confident in their partners.

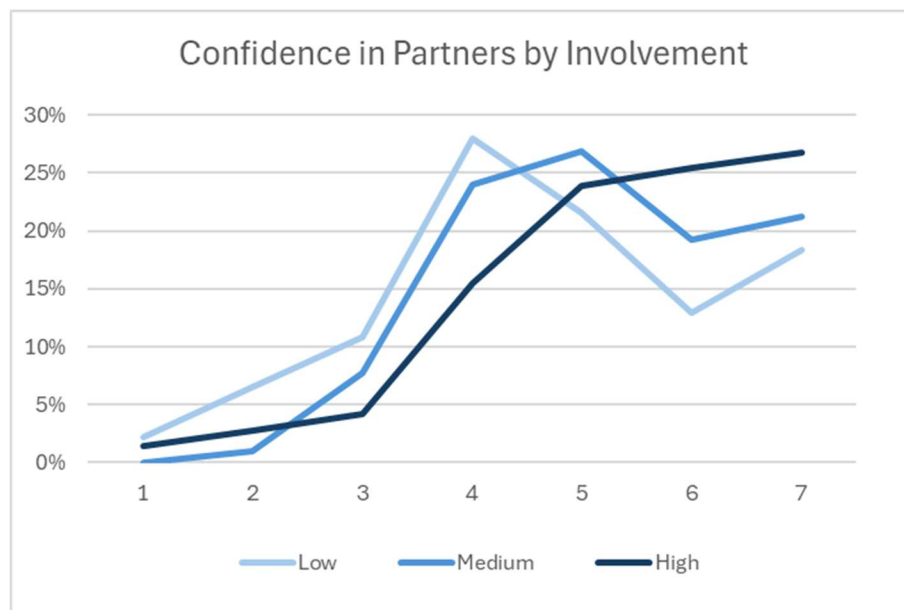
In 2024, the average rating for confidence in the CRN partners was 5.06, comparable to the highest average of 5.08 in 2020. As can be seen in the line graph, these ratings have been consistently positive over the study period.





COMPARISONS

Higher levels of respondent engagement and involvement and to a lesser extent CRN activity are associated with greater confidence in CRN partners. For example, high involvement respondents reported an average confidence in partners of 5.41 compared to either medium (5.19) or low (4.72) involvement respondents. This pattern has been found consistently in multiple years of the research and confirms our assumption that greater interaction is likely to produce greater confidence in project partners. Similarly, respondents from high activity CRNs report higher confidence in partners, with an average rating of 5.31 than either medium or low activity CRNs with ratings of 4.95 and 4.85 respectively.



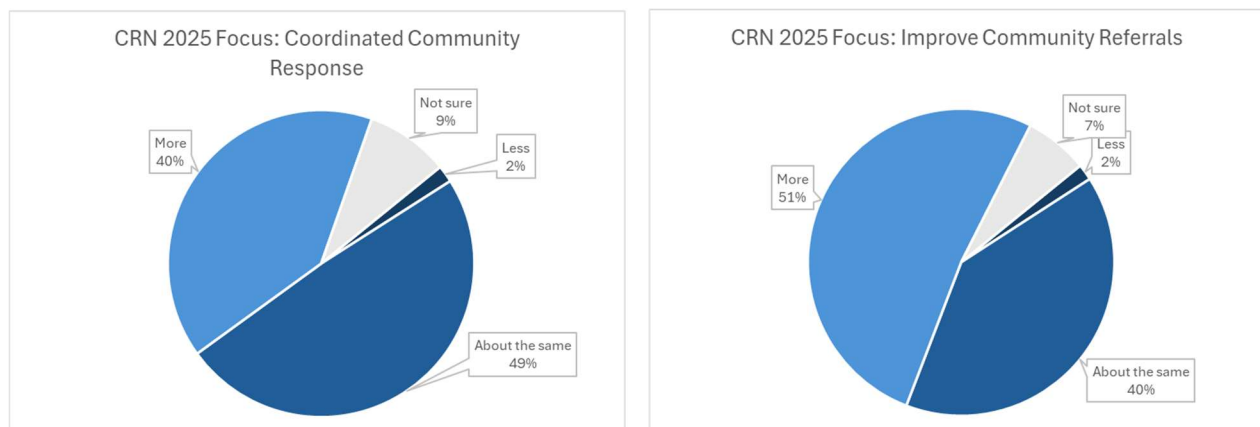
IMPACT: FEELING CONNECTED / BETTER WORKING RELATIONS / EFFECTIVE REFERRALS /

The affiliates survey includes six impact questions relevant to connectivity at all levels.

We asked respondents if they have seen better working relationships as a result of the work of the CRN and if they are feeling more connected. Almost two-thirds of respondents who saw impact reported better working relationships (60 percent) and feeling more connected (62 percent) because of the CRN's work.

We also ask four questions about what we would expect as the direct result of greater connectivity including more effective referrals, and more direct requests for information or assistance, or direct responses to potential abuse situations. Around a third of respondents (39 percent) reported seeing more effective referrals, direct requests for information (36 percent) or requests for assistance (30 percent) as a result of the CRN's work and a quarter (25 percent) reported seeing a positive direct response to a potential abuse situation. While these numbers are somewhat lower than the positive impact found for other areas, it should be noted that these are more direct forms of impact and, as such, the numbers should be seen as a strong indicator of positive impact.

FUTURE FOCUS: COORDINATED RESPONSE / IMPROVED REFERRALS



Half of coordinators have plans to increase efforts to improve community referrals (51 percent) while 40 percent plan to spend more effort community response coordination (41 percent).

Mentors Observations

Many of the mentor comments on the core assets of BC CRN focused on the power of connection within the networks. As one mentor said “our public face is our biggest asset. We have a presence in almost all the communities in the province. We are friendly, professional and knowledgeable. Our signature programs are quality and informative. We have a voice at all levels.”

At the same time, there are clearly some gaps in how information is shared throughout the organization. There were some gaps in knowledge about mandates, tools and resources. Similarly, there was a noticeable lack of discussion in mentor responses about the role of partner relationships.

CONCLUSIONS AND NEXT STEPS

The results of the 2024 BC CRN evaluation continue to provide strong evidence of growth and positive impact. We are excited to include non-affiliates in our sample and to be gathering information about awareness of BC CNR as a provincial organization. We are also excited to continue to integrate more data from the administrative reporting systems into the evaluation research. Next year, we hope to incorporate even more data gathered by the Administration Team in our findings.

While we are still finding strong evidence of positive impact, we are also seeing some early indicators of possible future problems. We are concerned that outreach activities and network strength are decreasing. The organization needs to develop a shared understanding of the role and importance of outreach and engagement as well as capture best practices for doing this that are tailored to the local needs of communities.

The one area where we have identified a gap is the lack of clear understanding about “allyship” and how we might assess that goal area within the evaluation process. The organization would benefit by revisiting and deepening the understanding of allyship more generally and the specific adaptations of allyship and network building in relationship to specific communities. There is a need to explore what allyship activities include and how we might want to assess positive progress towards this goal. There is a need to increase the shared understanding of roles and responsibilities in developing allyship. This is an area where mentor engagement is key.

Luckily, the survey also shows that there is still strong potential for growth. Almost half of the “not at all” engaged would like to be more engaged and even a significant percentage of respondents who said they were “extremely” engaged said they would like to grow their engagement. We also find consistently strong confidence in the CRN approach which indicates an appetite for the unique way of working that has developed among CRNs. Unfortunately, this opportunity is balanced by the fact that the percentage of affiliates who are reaching out has been declining over time. An increased focus on outreach and engagement could be valuable, including more in-house research to figure out the best way to do this based on our collective experiences so far.

This connects well with requests from coordinators for more regional meetings and opportunities to connect with other coordinators. Mentor should be involved in planning how these meetings work, how many are optimal and when they should occur. These events could be used to increase the number of feedback loops and methods for sharing back about what we know already, are learning and how this learning can be captured and integrated into operations.

We have identified key support priorities for coordinators and mentors. Coordinators are looking for education about the adult guardianship act, abuse dynamics, and community development. They also want guidance on available resources, and more conversations with other coordinators and regional gatherings. Mentors were looking for similar things including more education on abuse dynamics, the Adult Guardianship Act, and community development. There is potential for providing opportunities for mentors and coordinators to train together on specific topics.

And most importantly, the survey demonstrates a strong positive impact. Two-thirds of all respondents reported seeing signs of positive impact, a percentage that increases to over 90 percent of high engagement or involvement respondents. The biggest impact was seen in greater awareness of the issue, greater awareness of community resources, and improved working relationships, exactly the areas we would hope to see the greatest impact given our goals and model.

We have also noted a need to continue to develop more effective avenues for communication between teams and levels of the organization. How do we effectively promote the use of the many tools and resources that are already available but largely unknown within the organization? How do we get the word out about new initiatives like the Introduction to Extreme Clutter workshop? How can we create opportunities to share stories about positive impact?

We encourage the various teams working to increase outreach or internal capacity to incorporate the insights of the evaluation into their priorities and projects. Mentors and Coordinators have expressed an interest in internal education on the dynamics of abuse, community development, and the Adult Guardianship Act. The organization could benefit from developing and providing internal education around these key areas.

Similarly, we encourage local CRN coordinators to take advantage of the latent desire for involvement uncovered through the survey. We know coordinators are already on the same page with over half planning on doing more to increase public awareness, and just under half planning to do more outreach or coordination of response. Similarly, we support two-thirds of coordinators' intention to host INR or SSSS workshops in 2024 as a useful method of creating more opportunities for engagement from affiliates.

In short, BC CRN continues to demonstrate sustainable growth, effectiveness, and impressive impact. There appears to be potential to continue growing and strengthening the network and the current plans of the organization seem (from the limited perspective of the evaluation) to be on track to move in the right direction.

APPENDIX A – METHODOLOGY

The evaluation continued the process initiated in 2012 which has been repeated and refined each year through 2025.

An online survey was initially developed in collaboration with April Struthers of BC CRN to focus on three main areas: community attitudes, working styles, and relationships. In addition, information about engagement rates were gathered to provide important comparison information. The questionnaire was augmented slightly over time based on feedback gathered at the annual BC CRN Summit where the results of the previous evaluation were presented, and refinements invited from those in attendance.

In 2013, two questions were added about the impact of the CRN in the community. The instrument was augmented again in 2014 to add a subjective question about participants' level of engagement in their local CRN. Respondents who reported that they were "not at all involved" were disqualified from the survey. While this lowered the number of completed responses in the 2014 survey, we believe it improved the reliability and quality of the responses that we received. In 2015, the survey was modified slightly again to include closed-ended questions about the type of impact seen in local areas based on the results of the open-ended question from the previous years. In the 2020 cycle, a set of questions was added to understand the impact of the coronavirus pandemic as well as questions to gauge the use of the BC CRN E-connector newsletter and various BC CRN programs. Several of those questions were discontinued and others refined this year since the acute phase of the pandemic has passed.

A significant number of changes were made to the survey for 2022 as an outgrowth of our 10-year analysis. These included dividing the community awareness question into five questions which address important professional segments of the community. It also added a series of questions specifically for CRN coordinators that addressed their desired support as well as the future focus areas of their CRNs. Several pandemic questions have been dropped or altered as the acute stage of the pandemic has passed.

In 2023, we removed the question about the impact of the pandemic on CRN relations and altered the question about signs of increased abuse as a result of the pandemic to be useful as a regular indicator moving forward.

For this year's evaluation, we have added non-affiliates to our survey and as a result restructured the survey to provide for appropriate question routes for mentors, affiliates, coordinators and non-affiliates. We also added a question about relative awareness of BC CRN activities.

The complete questionnaire is included in Appendix B.

The sample for the survey was developed by the BC CRN administration team working with local coordinators and has been significantly cleaned and improved – changes which allowed us to include non-affiliates in the sample.

The 2024 survey was administered in January and February 2025. Overall, 663 useable responses were gathered, nearly double the number of responses we've received in previous years, with an overall response rate of 33 percent.

Original Sample	2207
Valid Sample	2008
Complete Responses	597
Partial Responses	66
Total Responses	663
Response Rates	
Overall	33%
Coordinators	73%
Mentors	71%
Affiliates	33%
Non-affiliates	27%

The number of actual responses for each question are included with the statistics provided separately in the Evaluation Databook spreadsheet.

We examine the survey findings in five topic areas: outreach, engagement, confidence in CRN approach, community attitudes; engagement with workshops; working style; coordinator support; online engagement; relationships and networks; coordination and impact. Within each topic area, we look at frequencies and any changes or trends over time, then look at comparisons in responses based on engagement and involvement levels, urban / rural status of the CRN, and activity level of the local CRN.

Engagement is self-reported by the respondent into four categories. Involvement is calculated based on three questions: *number of meetings attended*, *number of events attended*, and *total years involved with a CRN*. Responses for each are coded into “low” “medium” and “high” categories and then combined to create an overall scale that could range from 3 to 9 points. This refined scale corrects for the overrepresentation of the number of years of involvement in the total involvement scale.

A comparison by urban / rural status which has been part of the analysis since 2014 was also conducted this year to explore potential differences in the nature of the community which might affect local CRN operations. Communities were placed into one of three categories by BC CRN: urban centre, town, and rural (see Appendix C for a list of how each community was assessed).

Starting in 2022, CRN Activity Level has replaced CRN Stage of Development. Scores for each CRN were developed which combined activity information contained with the Administrative Team’s regular tracking system as well as the size of each CRN’s affiliates list, CRN response rate, and average reported engagement (each normalized into three categories). The final scale was then divided into low, medium and high activity levels.

The work reported here includes simple summary statistics for each question, comparisons between this year and results from previous years, crosstabs by levels of involvement and CRN stage of development, and CRN urban / rural status along with a short exploration of the possible implications of the findings.

Mentor Assessment

Our developmental evaluation looks for ways of engaging the mentors directly in the reflection and learning process. Over the last 10 years mentors have been offered a variety of opportunities to assess aspects of CRN development. The results are mined for actionable ways to support CRN development at different ages and stages.

This year, five mentors took part in depth interviews conducted in the summer of 2024 to prepare and refine the affiliate survey. The exploratory questions for the depth interviews included:

- What is the main purpose of the BC CRN
 - Why does BC CRN exist? Why is it necessary?
 - What are the key activities?
- What does success look like? How can we tell if we are being successful?
- What gets in the way of BC CRN being more effective?
 - What information or resources would allow us to be more effective?

The evaluators conducted a thematic analysis of their responses. Mentor responses were fairly evenly distributed around internal drivers of their work and external conditions that shape or limit that work.

These interviews helped frame questions asked of everyone in the survey and solidified those asked in a specific section of the survey. All mentors were given the opportunity to answer a similar set of questions in the mentor component of the survey. See Appendix B for the exact wording of these questions.

Welcome!

Thank you for being a part of the [contact('organization')] CRN. The following survey is designed to help us monitor the effectiveness of our efforts in the community.

Your responses are completely confidential. Information from all responses will be collected by Emotus Operandi, Inc. and only summary responses will be released to the local coordinator or Provincial association.

The survey takes most people about 7 minutes to complete.

Engagement (Asked of All Respondents except Mentors)

On a scale from “not at all informed” to “very well informed,” how informed are you about the role of BC CNR at the provincial level?

☐ Not at all informed ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Very well informed

Do you receive the BC CRN E-connector newsletter?

- ☐ Yes
☐ No

How often do you read the E-connector newsletter?

- ☐ Always
☐ Sometimes
☐ Rarely
☐ Never

What topics are you most interested in hearing more about?

How do you prefer to engage online? [Check all that apply]

- ☐ Email
- ☐ Social Media (like Facebook, Twitter, Instagram, etc.)
- ☐ Online Events (like Zoom meetings, etc.)
- ☐ Other - Write In
- ☐ None of the above

[Only for non-affiliates] Are you involved with any local CRNs?

- ☐ Yes (please specify:)
- ☐ No

How would you describe your level of engagement with the [Local] CRN?

- ☐ Extremely engaged
- ☐ Moderately engaged
- ☐ Only slightly engaged
- ☐ Not involved at all (disqualified)

Are you aware of and/or have you participated in any of the following CRN programs:

	Not aware of	Aware of	Participated
It's Not Right!	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
See Something Say Something	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Spotlight on Ageism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Provincial Learning Event	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Introduction to Extreme Clutter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

BC CRN develops workshops and programs to support the work of our local CRNs. Are there any topics relating to adult abuse that you would like developed into an educational workshop?

How satisfied are you with your current level of engagement? Would you like to be more engaged, less engaged, or are you satisfied with your current level of engagement?

- ☐ I would like to be more engaged
- ☐ I am satisfied with my current level of engagement
- ☐ I would like to be less engaged

[END OF SURVEY FOR NON-AFFILIATES]

Coordinator Feedback (Asked only of CRN Coordinators)

Where does the CRN plan to focus its efforts in the coming year?

	More	About the same	Less	Not sure
Coordination of community response to abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public awareness activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education of professionals about abuse	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Improving community referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outreach to enlarge the CRN table	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

As a CRN coordinator, what supports are you most interested in receiving from BC CRN?

	Very interested	Somewhat Interested	Only slightly interested	Not at all interested
More mentor time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guidance on available resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guidance on accessing and using the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Conversations with other coordinators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Regional meetings of coordinators	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on abuse dynamics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on the Adult Guardianship Legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on community development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Would you like to arrange for INR/SSSS presentations in your community?

- ☐ Yes
- ☐ No

Do you understand how to arrange for INR/SSSS presentations in your community?

- ☐ Yes
- ☐ No

Community Attitudes (Asked of Affiliates and Coordinators)

How aware of the problem of the adult abuse and neglect are different segments of your community?

	Very aware	Somewhat aware	Only slightly aware	Not at all aware
Professionals serving vulnerable adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health care professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community organizations and service clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police and RCMP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How would you describe the community response to adult abuse:

- ☐ There has been no coordinated response that I know of.
- ☐ We are in the early planning stages.
- ☐ We have started to take action to prevent / address adult abuse.
- ☐ We have developed an effective response to prevent / address adult abuse.

On a scale from “not at all coordinated” to “very well coordinated,” how well-coordinated is the community response to potential adult abuse?

- ☐ Not at all coordinated ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Very well-coordinated

Have you seen evidence of increased or decrease adult abuse or potential abuse in the last year, or has it stayed about the same?

- ☐ Decreased
- ☐ Stayed about the same
- ☐ Increased

Please briefly describe the evidence you’ve seen of changes in adult abuse.

Working Style

Which words best describe the working style of the [contact("organization")] CRN? (Select all that apply.)

- | | | |
|--------------------------------------|------------------------------------|----------------------------------|
| <input type="checkbox"/> Transparent | <input type="checkbox"/> Formal | <input type="checkbox"/> Fair |
| <input type="checkbox"/> Cooperative | <input type="checkbox"/> Informal | <input type="checkbox"/> Unequal |
| <input type="checkbox"/> Secretive | <input type="checkbox"/> Combative | |

On a scale from “not at all confident” to “very confident,” how confident are you that your partners in the CRN will complete the commitments they make to the CRN in a timely and effective way?

- ☐ Not at all confident ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Very confident

On a scale from “not at all confident” to “very confident,” how confident are you that the CRN is an effective way to prevent and respond to adult abuse?

- ☐ Not at all confident ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Very confident

Participation

How long have you participated in the [local] CRN? years

How many meetings (either in-person or via the Internet) of the CRN have you attended in the past year?
 meetings

How many CRN events have you participated in during the past year? events

Relationships

What organizations do you know of in the community who are working on adult abuse issues?

(List as few or as many names as you would feel confident turning to. Your answers are completely confidential and we will not contact these organizations in any way as a result of your answers.)

1:: _____

2:: _____

3:: _____

4:: _____

5:: _____

Who would you turn to if you had questions or concerns about adult abuse in the community?

(List as few or as many names of individuals as you would feel confident turning to. Your answers are completely confidential and we will not contact these people in any way as a result of your answers.)

1:: _____

2:: _____

3:: _____

4:: _____

5:: _____

Have you reached out to a new community and/or organization as a result of your involvement in the CRN that you wouldn't have been in touch with otherwise?

☐ Yes

☐ No

Impact

The goal of community response networks is to create stronger relationships among key stakeholders so that we can have a positive impact on adult abuse as a community. It often takes time for the positive impact to be seen and the initial impact can be subtle. Have you seen or heard of any examples of positive impact coming from the work of the [contact("organization")] CRN?

- ☐ Yes
- ☐ No

What kinds of impact have you seen as a result of the work of the CRN? (Check all that apply.)

- ☐ Greater community awareness and understanding of the issue
- ☐ Better working relationship with others within the network
- ☐ Feeling connected
- ☐ Effective referrals
- ☐ Direct response to potential abuse
- ☐ More educational events
- ☐ Greater awareness of community resources
- ☐ Requests from community for more information
- ☐ Improved policy development
- ☐ Requests for assistance from individuals aware of abusive situations

Please describe the impact you've heard of or seen:

Thank You!

Thank you for taking the time to answer these questions. The responses will be combined and used by the BCCRNS and [local] CRN to help us track the progress we are making in the community.

Please contact April Struthers (april.struthers@bccrns.ca) or Heather Trelavan (ed@bccrns.ca) if you have any questions.

Mentor Feedback (Asked only of BC CRN Mentors)

In your own words in a short sentence, what are the main goals of the BC CRN and the local CRNs?

What are the core activities that help achieve these goals?

What are the key challenges that we need to overcome to achieve these goals?

What are our biggest assets in overcoming these challenges?

Community Attitudes

How aware of the problem of the adult abuse and neglect are different segments of the communities served by your CRNs?

	Very aware	Somewhat aware	Only slightly aware	Not at all aware
Professionals serving vulnerable adults	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The general public	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Health care professionals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community organizations and service clubs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police and RCMP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Thinking of the communities served by your CRNs overall, on a scale from "not at all coordinated" to "very well coordinated," how well-coordinated is the community response to potential adult abuse?

☐ Not at all coordinated ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Very well-coordinated

On a scale from "not at all confident" to "very confident," how confident are you that the partners in your local CRNs will complete the commitments they make to the CRN in a timely and effective way?

☐ Not at all confident ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Very confident

On a scale from “not at all confident” to “very confident,” how confident are you that CRNs are an effective way to prevent and respond to adult abuse?

☐ Not at all confident ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ Very confident

Impact

The goal of community response networks is to create stronger relationships among key stakeholders so that we can have a positive impact on adult abuse as a community. It often takes time for the positive impact to be seen and the initial impact can be subtle. Have you seen or heard of any examples of positive impact coming from the work of your local CRNs?

- ☐ Yes
- ☐ No

What kinds of impact have you seen as a result of the work of the CRNs? (Check all that apply.)

- ☐ Greater community awareness and understanding of the issue
- ☐ Better working relationship with others within the network
- ☐ Feeling connected
- ☐ Effective referrals
- ☐ Direct response to potential abuse
- ☐ More educational events
- ☐ Greater awareness of community resources
- ☐ Requests from community for more information
- ☐ Improved policy development
- ☐ Requests for assistance from individuals aware of abusive situations

Please describe the impact you've heard of or seen:

Have you seen evidence of increased or decreased adult abuse or potential abuse in the last year, or has it stayed about the same?

- ☐ Increased
- ☐ About the same
- ☐ Decreased

Please briefly describe the evidence you've seen relating to changes in adult abuse.

Do your coordinators have a work plan for the year?

- ☐ All coordinators have a plan
- ☐ Some coordinators have a plan
- ☐ No coordinators have a plan
- ☐ I'm not sure

How involved are you in developing coordinator plans?

- ☐ I am actively involved
- ☐ I am available for assistance if requested
- ☐ I don't take an active role in coordinator planning

As a CRN mentor, what supports are you most interested in receiving from BC CRN?

	Very interested	Somewhat interested	Only slightly interested	Not at all interested
Guidance on available resources	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Guidance on accessing and using the website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on abuse dynamics	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on the Adult Guardianship Legislation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Education on community development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Are there any other supports you would like to receive?

Have you noticed any emerging trends in the CRNs you mentor? Are there any emerging issues that we should be aware of?

APPENDIX C - CRN BY URBAN / RURAL STATUS

Major Urban Centre	Town	Rural	
Abbotsford	100 Mile House	Alberni	Salmon Arm
Agassiz Harrison	Campbell River	Ashcroft	Sea to Sky
Burnaby	Castlegar	Barriere	Secwepemc
Chilliwack	Chetwynd	Beaver Valley	South Cariboo
Kamloops	Comox Valley	Bella Coola	Sparwood
Kelowna	Cranbrook	Clearwater	Summerland
Langley	Dawson Creek	Coastal Coalition	Sunshine Coast
Maple Ridge / Pitt Meadows	Fort Nelson	Cowichan	Whistler
Nanaimo	Fort St. John	Creston	Wii O'o'Niin / Hazelton
New Westminster	Golden	Elkford	Williams Lake
Okanagan	Grand Forks	Fraser Lake	
North Shore	Kitimat	Gabriola Island	
Prince George	Ladysmith	Haida Gwaii	
Richmond	Mission	Hazelton	
South Surrey / White Rock	Nelson	Hope	
Squamish	Penticton	Houston	
Surrey / Newton	Powell River	Kaslo	
Tri Cities	Prince Rupert	Lake District	
Metro Vancouver (13 Comb CRNs)	Quesnel	Lillooet	
Victoria (3 Comb CRNs)	Revelstoke	Logan Lake	
	Salt Spring Island	McBride	
	Shuswap / South Shuswap	Mt. Waddington	
	Smithers	Robson Valley	
	Terrace	Salmo	